



# PSYCH BASED TUTORING POLICIES, PROCEDURES, AND PRICING

A WORD FROM DR. COBB:

THANK YOU FOR CHOOSING US TO WORK WITH YOU AND YOUR STUDENT. PLEASE BE AS DETAILED AS POSSIBLE WHEN COMPLETING THE INTAKE ASSESSMENT. THIS ALLOWS US TO PROVIDE THE BEST CARE POSSIBLE TO OUR STUDENTS. INCLUDED IN THE ACADEMIC TREATMENT PLAN ARE GOALS AND A TIMELINE IN WHICH THEY SHOULD IDEALLY BE MET. IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT YOUR TUTOR, PLEASE DO NOT HESITATE TO REACH OUT VIA PHONE OR EMAIL. I PRACTICE THE GOODNESS OF FIT MODEL WHEN PAIRING STUDENTS WITH TUTORS, HOWEVER, YOU ARE THE EXPERT ON YOUR STUDENT AND IF A NEW TUTOR IS NEEDED ACCOMMODATIONS CAN BE MADE. I THANK YOU AGAIN FOR CHOOSING US TO HELP YOU AND YOUR STUDENTS ACHIEVE ACADEMIC AND MENTAL CLARITY.

EDUCATION + MENTAL HEALTH = CLARITY

Greetings!

Thank you for choosing us to help your child achieve mental and academic clarity.

Psychological Based Tutoring, a unique framework for tutoring created by our founder, Dr. Maya Cobb, combines academic support with emotional and behavioral regulation. A licensed therapist is present in every session to help address coping skills, frustration tolerance, and academic meltdowns as they arise. In addition, we passionately believe that every child learns differently, as a result we cater each lesson to each individual child's learning preference and cognitive ability.

### **Intake Assessments**

The intake assessment will be conducted by our Clinical Assessment and Academic Specialist, Ms. Austin. During the intake we ask that a parent-figure be present along with the student to provide insight on the child's academic, behavioral, and emotional history as well as current functioning. Following the intake assessment, Ms. Austin will match the student with their best-fit therapist and tutor based on areas of concentration, personality, and skillset. The intake assessment will take no longer than 60 minutes.

Intake assessments can be scheduled on our website. For families with two or more students and would like them to have 45-minute intakes please call our administrative team for scheduling (313-970-8254).

# PSYCH-BASED TUTORING OPTIONS

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## **OPTION 1: COMBINED TUTORING & THERAPY (1 DAY/WEEK)**

📌 BEST FOR: FAMILIES WITH LIMITED AVAILABILITY WHO WANT BOTH THERAPY AND TUTORING IN ONE SESSION.

🕒 SCHEDULE: 1 DAY PER WEEK, 30 MINUTES OF PSYCH-BASED TUTORING + 30 MINUTES OF THERAPY

✅ BENEFIT: OFFERS STRUCTURED ACADEMIC SUPPORT WHILE ADDRESSING EMOTIONAL AND BEHAVIORAL NEEDS IN A SHORT, FOCUSED SESSION.

## **OPTION 2: FULL TUTORING WITH THERAPIST PRESENT (1 DAY/WEEK)**

📌 BEST FOR: STUDENTS WHO PRIMARILY NEED ACADEMIC SUPPORT BUT BENEFIT FROM HAVING A THERAPIST AVAILABLE FOR GUIDANCE.

🕒 SCHEDULE: 1 DAY PER WEEK, FULL TUTORING SESSION WITH THERAPIST PRESENT.

✅ BENEFIT: HELPS STUDENTS STAY REGULATED DURING TUTORING WHILE OFFERING MINIMAL BEHAVIORAL INTERVENTION.

## **OPTION 3: TWO DAYS A WEEK (SPLIT TUTORING & THERAPY FOR YOUNGER KIDS)**

📌 BEST FOR: YOUNGER ELEMENTARY STUDENTS (AGES 9 AND UNDER) WHO NEED STRUCTURED ACADEMIC AND EMOTIONAL SUPPORT.

🕒 SCHEDULE: 2 DAYS PER WEEK, 30 MINUTES OF PSYCH-BASED TUTORING + 30 MINUTES OF THERAPY EACH DAY.

✅ BENEFIT: PROVIDES CONSISTENT, SHORTER SESSIONS TO HELP YOUNGER CHILDREN MAINTAIN FOCUS AND DEVELOP BOTH ACADEMIC AND COPING SKILLS.

## **OPTION 4: TWO DAYS A WEEK (FULL TUTORING & THERAPY ON SEPARATE DAYS FOR OLDER STUDENTS)**

📌 BEST FOR: MIDDLE & HIGH SCHOOL STUDENTS WHO NEED BOTH STRUCTURED TUTORING AND DEDICATED THERAPY SESSIONS.

🕒 SCHEDULE: 2 DAYS PER WEEK:

DAY 1: FULL TUTORING SESSION WITH THERAPIST PRESENT.

DAY 2: FULL THERAPY SESSION.

✅ BENEFIT: ALLOWS STUDENTS TO RECEIVE THE FULL BENEFIT OF BOTH TUTORING AND THERAPY, ENSURING THAT THEIR ACADEMIC AND EMOTIONAL NEEDS ARE FULLY MET.

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# PAYMENT OPTIONS

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## INSURANCES ACCEPTED:

BLUE CROSS BLUE SHIELD (BCBS)

BLUE CARE NETWORK (BCN)

BLUE CARE COMPLETE (BCC)

MOLINA

MERIDIAN

AETNA

MICHIGAN MEDICAID

UNITED HEALTH CARE

HAP

MCLAREN

## PRIVATE PAY:

OUT OF POCKET COST: \$100/HOUR

## TUTOR OPTIONS:

### STANDARD TUTOR



OUR STANDARD LEVEL TUTORS HAVE BEEN TRAINED AND ARE QUALIFIED TO PROVIDE SUPPORT TO STUDENTS IN THE SUBJECTS THEY HAVE INDICATED ON THEIR TUTOR BIOS.

### PREMIUM TUTOR



PREMIUM TUTORS ARE EITHER NEW HIRES TO COMPLETE CLARITY WITH TEACHING/TUTORING EXPERIENCE OR THEY HAVE DEMONSTRATED THEIR TUTORING SKILLS FOR AT LEAST 6 MONTHS AS A TUTOR WITH COMPLETE CLARITY.

### **Progress Assessment**

In the event you would like the Clinical Assessment and Academic Specialist to evaluate your student's academic progress, a progress assessment session can be scheduled. Progress Assessments take place at the tutoring center for all in-person students and must be scheduled at least two weeks in advance. Please reach out via telephone (313-970-8254) or email (completeclarity19@gmail.com) for scheduling. The cost is \$50 and sessions take approximately one hour. Please be advised, your tutor is following goals outlined by Ms. Austin based on the Intake Assessment. Ms. Austin is available by appointment to communicate via telephone or email (free of charge) about concerns you may have about your student's progress. Please allow two weeks (for sessions twice a week) or three weeks (for sessions once a week) before expecting to see any sign of progress. Remember, your therapist and tutor are strangers to your student, they need time to build their relationship. Lastly, it will take a few sessions for your assigned tutor to grasp your students' learning style. Your patience is appreciated.

**A SAVED CARD ON FILE IS REQUIRED PRIOR TO THE START OF SESSIONS.**

ALL THERAPY SESSIONS WILL REQUIRE PAYMENT PRIOR TO SERVICES BEING RENDERED. TO STREAMLINE THIS PROCESS, WE WILL REQUIRE ALL CLIENTS TO HAVE A CREDIT/DEBIT CARD ON FILE. IF YOU DO NOT CURRENTLY HAVE A CARD ON FILE, WE WILL BE SENDING YOU OUR CREDIT CARD AUTHORIZATION FORM SHORTLY. THIS FORM WILL ALLOW US TO SECURELY CHARGE YOUR CARD THROUGH OUR PAYMENT SYSTEM, SQUARE.

**PLEASE NOTE THE FOLLOWING DETAILS:**

- PAYMENTS WILL BE PROCESSED 48 HOURS PRIOR TO YOUR SCHEDULED SESSION.
- IF WE ARE UNABLE TO CHARGE YOUR CARD, OR IF PAYMENT IS NOT MADE MANUALLY WITHIN 24 HOURS OF THE SESSION, YOUR SESSION WILL BE CANCELLED.
- TO RESCHEDULE YOUR SESSION, THE BALANCE MUST BE PAID BEFORE SCHEDULING THE NEXT APPOINTMENT.
- IF YOU CANCEL A SESSION WITHIN THE ALLOTTED TIME (24+ HOURS PRIOR), WE CAN EITHER CREDIT THE AMOUNT TO YOUR NEXT SESSION OR ISSUE A REFUND, DEPENDING ON YOUR PREFERENCE.
- IF PAYMENT IS NOT MADE WITHIN 24 HOURS OF THE APPOINTMENT AND THE SESSION IS CANCELLED BY THE ADMIN TEAM, THIS WILL NOT COUNT AS A LAST-MINUTE CANCELLATION. IN THIS CASE, THE ONLY PAYMENT DUE WILL BE THE AMOUNT SENT IN THE INITIAL INVOICE.
- IF YOU CURRENTLY HAVE AN OUTSTANDING BALANCE, IT MUST BE PAID PRIOR TO YOUR NEXT SESSION.

ADDITIONALLY, PLEASE REMEMBER THAT WE HAVE A 24-HOUR CANCELLATION POLICY FOR ALL SESSIONS. IF YOU CANCEL WITHIN 24 HOURS OR FAIL TO ATTEND A SCHEDULED SESSION WITHOUT NOTICE (NO CALL/NO SHOW), WE WILL CHARGE A CANCELLATION FEE. THIS FEE MUST ALSO BE PAID BEFORE YOU CAN RESCHEDULE YOUR NEXT SESSION.

# ADDITIONAL DETAILS

**Tutor Reassignment:** While we prioritize building rapport between student and tutor, unfortunately there are circumstances in which tutors part ways with the company, have a change in availability, or pause sessions for a prolonged period of time. In the event that your tutor is no longer available to hold sessions with your student, they will be matched with another tutor in no longer than two weeks. Communication regarding will be granted to the parent/guardian.

**Location of Sessions:** All Psych-Based tutoring sessions will be held in center at 21700 Northwestern Hwy, Suite 680, Southfield MI 48075.

**Homework:** There is great value in students completing work independently and having extra practice. Depending on the frequency of sessions and need for additional practice, homework will be given to students. During the school year, homework is not as frequent or in-depth. To see the best academic results from your child, we encourage parents/guardians to have them complete the homework assignments. Please be advised: It is imperative that your tutor can see your child's independent academic performance. If homework is not completed, your assigned tutor will instruct your student to complete the homework during the tutoring session while taking a completely hands-off approach. We cannot move forward without the certainty that your student has grasped the current concepts and can demonstrate their understanding independently.

**Supplies:** We do not provide textbooks; however, basic workbooks and worksheets can be provided. There are a multitude of learning materials and resources for students to utilize in our tutoring center. Tutors often have multiple children working out of the same workbook, if the parent/guardian prefers that their child use specific materials they can be purchased at an additional cost. Calming fidgets are available to the child if needed.

# ADDITIONAL DETAILS CONT'D

## **Cancellation Policy**

We understand that things come up, life happens. However, sessions must be canceled 24 hours before they are scheduled. This allows our tutors time to schedule another student in that time slot or make other accommodations. Same day cancellations will result in a fee in the amount of the session canceled. In the case of an emergency, no late fee will be applied. The amount of emergency cancellations that are excused without fee is up to the discretion of Complete Clarity. Multiple emergencies within a short period of time will result in a \$10 cancellation fee.

## **Late Policy**

There is a 15-minute grace period before the therapist and tutor marks the session as a no show. In the event of a no show, the parent/guardian will be charged the full price for the tutoring session which is due at the agreed upon time of payment. In certain instances, if requested a tutor will wait longer, however, a \$5 fee will be charged. In the event a tutor is late, after 10 minutes the parent/guardian can cancel with no fee applied.

## **Referral Policy**

Dr. Maya greatly appreciates referrals as it is her goal to reach as many students and clients as possible. We would greatly appreciate the word being spread about our company and its mission.

## **Business Hours**

Mondays & Wednesdays: 10am–7pm

Tuesdays & Thursdays: 10am–7pm

Fridays & Sundays: Closed

Saturdays: 10am–2pm

Business hours refer to the time in which the Complete Clarity administrative team is reachable via telephone or email. Texts/emails sent after business hours will be returned the following day. Calls will be returned within 48 hours. Please contact the admin team regarding all session cancellations, directions to the center, and questions regarding scheduling.

## **Contact Information**

Call/text\*: 313-970-8254 | Email: completeclarity19@gmail.com

Website: [www.completeclarity.org](http://www.completeclarity.org)

\*For the fastest response time, please text.



# FREQUENTLY ASKED QUESTIONS:

## **1. What is psychology-based tutoring?**

It's a specialized tutoring approach that integrates psychological principles to enhance learning, motivation, and cognitive development.

## **2. How is this different from regular tutoring?**

We address both academic challenges and underlying cognitive or emotional factors that impact learning, such as ADHD, anxiety, or executive functioning issues.

## **3. Who can benefit from this service?**

Students of all ages struggling with learning disabilities, ADHD, test anxiety, executive dysfunction, or academic motivation issues.

## **4. What subjects do you offer tutoring in?**

We cover core academic subjects (math, reading, writing, science) and provide study skills, test prep, and executive functioning coaching.

## **5. Do you provide assessments for learning difficulties?**

Yes, we offer cognitive, academic, and psychological assessments to identify learning challenges and tailor support strategies.

## **6. Are your tutors also therapists?**

Some tutors have backgrounds in psychology, counseling, or education, but their primary focus is academic coaching, not therapy.

## **7. Do you offer online sessions?**

No, we provide in-person psych-based tutoring sessions only.

## **8. How do you personalize tutoring sessions?**

We use assessments, learning style evaluations, and individualized strategies to target each student's strengths and challenges.

## **9. Do you help with test anxiety?**

Absolutely! We use cognitive-behavioral techniques and test-taking strategies to help students manage anxiety and improve performance.

## **12. What age groups do you work with?**

We support students of all ages, from elementary school to college, depending on their academic and cognitive needs.

# PAYMENT CONTRACT

WWW.COMPLETECLARITY.ORG

STUDENT NAME \_\_\_\_\_ INTAKE DATE \_\_\_\_\_

PLEASE SELECT TUTOR LEVEL (STANDARD, PREMIUM) | COST FOR IN CENTER - \$100

- ☐ PREK-3RD GRADE \_\_\_\_\_ COST \$ \_\_\_\_\_
- ☐ 4TH-8TH GRADE \_\_\_\_\_ COST \$ \_\_\_\_\_
- ☐ HIGH SCHOOL 9TH-12TH \_\_\_\_\_ COST \$ \_\_\_\_\_

## CREDIT/DEBIT CARD INFORMATION FOR AUTHORIZATION

- ☐ I do not authorize Complete Clarity to hold a debit/credit card on file. By choosing this option, I understand that I will receive an invoice, via email, to pay the deposit (Amount of Session + Processing fee).
- ☐ I do authorize Complete Clarity to hold a debit/credit card on file. By choosing this option, I understand that my card will be charged (Amount of Session + Processing fee) at the time of billing, and an itemized receipt confirmation will be sent via email.

CARD NUMBER

EXPIRATION DATE (MM/YY)

CVV / ZIP CODE

### Terms and Conditions:

- If card on file cannot be successfully charged, tutoring sessions will be paused immediately, and the day/time can be used to schedule someone else.
- Refunds are not issued in the instance of cancellations. Credit can also be issued for future sessions.
- Payment methods are Debit/Credit cards and Cash. Cash is only accepted by a member of the administrative team during business hours. Tutors CANNOT accept cash.
- Saved payment methods will be charged the outstanding balance 48 hours prior to appointment.

The signature below confirms that parent/guardian agrees to the terms outlined in the Tutoring Policy Procedures and Pricing Packet.

PRINTED FIRST & LAST NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_