



Dear Edgewood Client,

As we approach the end of the year, we want to let you to know how much we appreciate you as our client. We recognize that you have a choice in whom you select as your mental health provider and we are grateful that you have chosen us. Your continued patronage has demonstrated your trust and confidence in us. As we strive to provide our clients with the best care possible, an important part of this process is assisting patients with understanding their health insurance coverage and benefits.

Understanding health insurance is never as simple as we would like, but we are here to help! Many health insurance benefit plans run on a calendar year and expire at the end of December. Per consistent nationwide reports, health insurance costs will likely be rising in 2019, even if you have not made any changes during your upcoming open enrollment period. Your best resource for accurate information about your health plan coverage is your health insurance carrier; however, we are more than happy to assist with answering any questions you may have regarding your benefits. Generally, before coverage kicks in, you will need to cover the costs of the deductible and we do not want any of our clients caught off guard or surprised by their first invoices from our office early next year.

For some of you, the end of the year also means the expiration of your Flex Spending Account funds. This is an important time of year to review your account balances, make sure you have used your available funds, and applied them towards any outstanding balances you may still have at ECS to avoid losing them!

We would like to assist you in taking full advantage of your benefits and accommodate your schedule before the approaching holidays. Please call us at 630-428-7890, Option 2, Monday through Friday 8am-4:30pm if you are unsure about your coverage, would like assistance to better understand how your insurance policy coverage may have changed and how this may affect your out of pocket expenses for services with us.

We would also like to highlight a few policy changes for the 2019 calendar year. These changes are included in the 2018 New Client Paperwork, available on our website at [www.edgewoodclinicalsolutions.com](http://www.edgewoodclinicalsolutions.com) and at our front desk at each location. The policy changes are listed below:

- We have started collecting Driver's Licenses or State IDs from clients in order to stay in compliance with the FTC Red Flag Rule and to protect against identity theft and insurance fraud.
- Our following fees will change effective 1/1/2019:
  - No Show/Late Cancel for Initial Psychological Appt: \$150
  - Documentation/Written Correspondence Fee -\$225 per hour
  - No Show/Late Cancel Fee for Groups -\$50
  - Credit Cards will be run for all copays and outstanding balance at 45 days.

Please feel free to reach out with any questions or concerns by emailing us at [info@edgewoodclinicalsolutions.com](mailto:info@edgewoodclinicalsolutions.com) or by calling us at 630-428-7890 Option 2.

Have a wonderful upcoming Holiday Season and a Happy New Year.

Sincerely,

The Edgewood Clinical Services Team