

Payment Policy

As a community mental health care clinic, our goal is to provide you with the best possible mental health services. We strive to be patient, to be friendly, and to keep the cost of our services as low as possible. This payment policy represents one effort in this area. If you have any questions, please ask your therapist or the front office.

Before your first visit, you will receive a document with an estimate of the cost of your services. The cost may be adjusted based on your financial situation and this will be included in the estimate. You can review this document at any time and if your services change, we will update it and give you a new copy.

Payment is expected at the time of service. Our clinic accepts credit/debit cards, HSA/FSA cards, cash, and checks. Before using your HSA or FSA card to make a payment, you may need to get approval from your HSA/FSA provider to ensure that the charge is covered by your account. We do not accept insurance. You may make a payment in person at reception, by mail, or online through your client portal (umpsc.janeapp.com). If you are unable to make a payment, please speak with our staff about payment plan options.

If you miss a therapy session without canceling, you will be charged half the cost of the session. To avoid this fee, make sure to cancel your session if you are not able to attend. Beginning April 1, 2023, any client with a balance of \$195.00 or higher in therapy fees will be unable to schedule sessions without first establishing a payment plan.

Until September 15, 2022, the University of Memphis' Bursar's Office handled payments and balances for the Psychological Services Center. If you have an outstanding balance from *before September 14, 2022*, it is still managed by the Bursar's Office. Starting January 1, 2023, we will not be able to accept payments for balances managed by the Bursar's Office. If you are unsure if you have a balance managed by the Bursar's Office, please speak with one of our team members at reception. To review balances or make a payment on Bursar accounts, please contact the University of Memphis' Bursar's Office located at 115 John Wilder Tower or by phone at (901) 678-5579. All charges issued on or after September 15, 2022 will be managed through our current system, Jane Payments. If you have any questions, please speak with our team members.

We take safeguarding your financial information as seriously as we take protecting your personal health information. To that end, we have contracted with a third party to process credit/debit and HSA/FSA charges. Jane Payments is PCI compliant, meaning that they meet the highest financial security requirements. Furthermore, the University of Memphis' information security office reviews Jane Payment's security measures each year to ensure they meet university and state requirements.

We thank you for choosing the Psychological Services Center for your needs. Please let us know if you have any questions about these policies or any other issues. You can reach our front desk at (901) 678-2147 or pssc@memphis.edu.