

DBT San Diego Billing Procedures

Accessing Your Monthly Statements

We create a secure Google folder for each client, and we will email you a link URL/link that will be the same every month to access your paperwork. Each month we upload electronic statements to these client folders. You will need to save the email or save the URL/link to your computer so you can access your electronic statement each month. This method is more secure, efficient, and reliable than sending them through email. Sending sensitive information through email violates HIPAA security laws.

Understanding Your Billing Statements

Each month we provide several statements. The first two files are designed for you to submit to your insurance company, so they include sessions that were paid in the current billing cycle, do not include sessions in the month that just began (even if they have been paid), and do not include sessions paid in prior months. One is for services delivered by licensed therapists (likely to get insurance reimbursement) and the other is for services delivered by UNlicensed therapists (NOT likely to get insurance reimbursement).

The last file includes other billing information that you may find useful, including all unpaid fees (including those from prior months), the one-month group fee for the month that just started, and all payments received since the start of the current billing cycle. Keep in mind that the single monthly group fee (in the last file) and the weekly group fees/payments (in the first file) do not lead to double-billing since only one is used to compute your balance. The monthly group fee is in a format to prompt clients to pay for the upcoming month if they are seeking the advance payment discount, whereas the weekly group fees/payments is the same information displayed in a format that can be used for insurance reimbursement.

Prompt-Payment Discounts

For non-group sessions, we only give prompt-payment discounts when clients pay on (or prior to) the day of the session, by sliding a credit card in our office, bringing cash or check, or paying through their bank's online bill-pay services. Otherwise, we do not give prompt-payment discounts, even if your therapist does not remind you. We give an advance-payment discounts for a month of groups only when the advanced payment is made on or before the first group of the month.

Please contact us at billing@dbtsandiego.com if we can ever assist you accessing or making sense of your statements, or if you ever find any inaccuracies.

Thank you.