

919-782-4597
5613 Duraleigh Road, Suite 101
Raleigh, NC 27612

Life Quality Resources services are designed to assist individuals in their quest to improve the quality of their lives. We, Drs. Dan and Lucy Chartier, make ourselves available to work with clients by appointment. Our appointment times are 50 minutes. Under pre-arranged circumstances we can make longer appointment times available to a client, typically a "double" appointment of 100 minutes. Because we plan our schedules well in advance of the appointment, we ask that cancellation of appointments be made no less than 24 hours prior to the scheduled appointment. Failure to provide 24 hours notice of an intention to cancel an appointment will result in a charge of the full fee, payable prior to the next scheduled appointment. We ask that New Patient appointments, for which we allow 60 minutes, be cancelled 48 hours in advance, and evaluations (psychiatric, QEEG), for which we allow 90 minutes, be cancelled 48 hours in advance.

As of July 1, 2009, our rates for services are as follows:

- QEEGs : \$655
- Intake/New Patient appointments: \$180
- Testing: \$175-\$1200 depending on complexity
- Treatment appointments (psychotherapy, biofeedback, neurofeedback, clinical supervision): \$140

QEEGs involve 90 minutes of clinician time for the set-up, data collection, and clean-up, and another several hours of data processing and preparing for the follow-up feedback session.

Clients may choose to pay for the treatment session at the beginning of the session or at the end. If payment is made at the end of the session, the treatment session will conclude in sufficient time to allow for payment to be processed and a future appointment scheduled within the 50 minute time period allotted for the appointment.

When a child is the client, if the parent wants to speak with the clinician the session can be stopped early to accommodate the request for the clinician's time; alternatively a separate appointment can be scheduled for parents to speak with the clinician.

When multiple sessions per week are scheduled, payment for all sessions for the week is requested at the time of the first session.

We will have phone conversations with clients outside of appointments when the client is experiencing an urgent need. There is no charge for a brief (5 minute) phone consultation with an existing client. However, if a longer phone call is needed/desired, our usual professional fees will be charged in 5 minute increments (\$14/5 minutes), payable at the end of the phone call. We will make every effort to schedule a face-to-face appointment when a client is experiencing an immediate need; if this is not possible a phone "appointment" can be scheduled.

Effective 1/2001 we no longer file insurance. This decision has allowed us to maintain our fee structure without the usual "cost of living" increases for several years at a time. Until July 1, 2009, we had not increased our fees since 2005. Because we do not contract with insurance companies, we are considered out-of-network providers. Therefore, out of pocket expenses (co-pay) may be higher than with in-network providers. The decision to work with us and the unique perspective/blend of therapies we offer will thus be made with this financial awareness in mind. From time-to-time a client might find it necessary for the provider to speak directly with the insurance company on the client's behalf. We are willing to provide this assistance to help insure the client receives reimbursement for fees from the insurance carrier. However, such phone calls can be lengthy and often multiple calls are necessary to reach the necessary conclusion with the carrier. For calls in excess of five minutes or multiple calls which total in excess of five minutes (4 calls of 5 minutes apiece), we will charge the client according to the fee structure outlined above.

I acknowledge that I have read and agree to the terms of service outlined above.

Signed

Date