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Embrace
Psychological Services

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The Evaluation Process at EPS

Psychological Assessment Services

Embrace Psychological Services (EPS) currently provides psychological testing services for individuals across the lifespan (children and adults). Psychological assessment is very similar to, and just as important, as medical tests such as x-rays or blood tests. Similar to your primary care physician, who may use tests to determine your health status and come up with a treatment plan to address problems, a psychologist uses testing as a way to diagnose and plan treatment for mental health conditions.

Psychological assessment can help identify mental health conditions and other issues that may be impacting an individual's thoughts, feelings, and behaviors. It can be used to provide an understanding of an individual's strengths and weaknesses; diagnose mental health disorders such as depression, anxiety, attention-deficit/hyperactivity disorder (ADHD), autism, among others; determine eligibility for programs and services; help create treatment plans; and monitor an individual's progress in treatment. It is important that clients actively participate in and cooperate with testing activities, be as truthful and accurate as possible, and put forth sincere and appropriate effort. Providing poor effort or incomplete, inaccurate, or misleading information may result in the testing/evaluation being deemed invalid. The practice of behavioral health is not an exact science and no guarantees can be made as to the result of treatment.

The Evaluation Process and Timeline

The evaluation process at EPS typically requires 4-12 hours of time depending on diagnosis and history. Not all this time is spent directly with the client and/or their parent/legal guardian. The total time for assessment includes the following procedures and timeline:

I. Initial Consultation

A 15-minute complimentary phone call with an EPS provider to identify the reason you are seeking an evaluation. EPS will also verify general insurance information at this consultation to determine if it participates with your insurance carrier or if payment for the evaluation will be on a Self-pay basis. After the consultation, EPS will create an account for the client within the practice's HIPAA-compliant online portal, Carepatron, and share the "Client Registration Form".

- If insured: EPS will request a copy (front and back) of your insurance card be uploaded into your client portal to initiate prior-authorization procedures. Please note, it may take a few days for approval from a participating insurance company. If the prior-authorization is approved, an EPS provider will proceed with scheduling the appointments associated with the evaluation (see Sections III, IV, and VII).
- If self-pay: An EPS provider will proceed with scheduling the appointments associated with the evaluation (see Sections III-IV and VII).

II. New Client Forms and Appointments

Once the "Client Registration Form" is completed, insurance is verified, and any required prior-authorizations are processed, the EPS team will:

- Share documents to be completed through the Carepatron portal. Documents will include a Developmental Health Questionnaire (DHQ), Billing/Payment policies, and required consents and disclosures.
- You will need to complete all new client forms in order to get appointments for evaluation services. Appointments include: Diagnostic Interview, Test Day(s), and a Feedback Session.

III. Diagnostic Interview

Your psychologist(s) will spend up to 90 minutes understanding your concerns and establishing the appropriate evaluation to address the reported individualized needs. For children and adolescent clients, this interview is conducted with their parent(s)/guardian(s).

- Self-Pay evaluation: If you decide to move forward with an evaluation, and it will be through Self-pay, your psychologist(s) will determine final fees (including the $100 intake fee) during this appointment. If, after the comprehensive Diagnostic Interview, you decide not to proceed with an evaluation, you will still be charged the Diagnostic Interview Fee ($100). If you have provided us with credit card information, it will be charged

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automatically. In contrast, if we identify that we cannot provide the services you need, we will waive the Diagnostic fee and provide you with the contact information of other providers in the area.

IV. Testing Session(s)

Depending on the referral reason, your psychologist(s) will have scheduled between 1-3 testing sessions. Sessions are generally between 90-180 minutes long, with younger clients averaging 120 minutes.

- Self-pay Evaluations: The first half of your payment will be due on the first day of testing. If you have provided us with credit card information, it will be billed at the end of the first session, unless prior arrangements were made and agreed upon. Comfort is essential during the evaluation process. As a result, please bring a water bottle, snacks, and an extra layer of clothing to your session(s) as appropriate. Please bring prescribed corrective lenses (e.g., glasses) and/or hearing aids to the evaluation and inform us about any medications currently being taken.

V. Additional Information Outreach

Depending on the nature of the evaluation, there may also be collateral contacts with mental health professionals, teachers, medical professionals, etc. who also interact with the client. Your consent will be required to proceed with the collection of additional information, and such information will used to support a comprehensive evaluation of the client's strengths and needs.

VI. Scoring, Interpretation, Report Writing

Your psychologist(s) will spend 2-3 weeks to score, interpret and write up a comprehensive report that incorporates all of the information gathered during the evaluation. The report will include relevant background information about the client, all assessment results – including an interpretive write-up that aligns with the statistical terminology and acquired scores, diagnostic impressions (as appropriate), and recommendations (e.g., suggestions and interventions) that may support the client with daily functioning in relevant areas (e.g., school, home, work).

VII. Feedback Session

Your psychologist(s) will spend up to 60-minutes to review the relevant information gathered in the evaluation. The goal of the feedback session is to answer questions about results and follow up with any other thoughts you may have about the process and beyond.

- Child/Adolescent Evaluations: Depending on the age of the client, the feedback session may be completed with parents only.

If payment for the evaluation was established as Self-Pay, the second half of your payment will be due at the end of the Feedback session. If you have provided us with credit card information, it will be billed automatically. Please note: EPS psychologists are not educational advocates and as a result, we cannot attend school meetings to share the results of the evaluation. However, we provide comprehensive reports that can be readily incorporated into the necessary body of evidence of most educational evaluations. If you require the support of an educational advocate, we are more than happy to provide you with contact information of several providers in the community.

VIII. Evaluation Report

Your psychologist(s) will issue a final report 1-2 days after the Feedback Session. This additional time will allow us to ensure it is accurate, complete, and void of major typographical errors. The report will be uploaded to the client portal as a password protected PDF document.