

New FBTA Client Account Policy Beginning 1/1/2020

Beginning January 1st of 2020, Family Based Therapy Associates (FBTA) will be implementing a new policy regarding your account. We are sending out this announcement in an effort to give you sufficient notice of this upcoming change.

NEW FBTA CLIENT ACCOUNT POLICY

FBTA requires a credit card on file for all clients with commercial insurance plans. Your credit card information will be tokenized and encrypted in order to maintain the security of your information.

Co-payments are due at the time of the service and can be paid in the form of cash, check or credit card. If your insurance charges a co-insurance or deductible, this amount is due once the claim is processed. You have the opportunity to pay your bill in several ways. Credit card payments can be made over the phone or online through the client portal. Cash or check payments can be sent by mail or in person.

All account balances must be paid in full each month. Credit cards will be run on the 5th of each month for the statement balance. Billing statements will be mailed at this time, unless you have opted out of receiving statements. These statements will detail if their card was run and for how much.

The provision of professional psychological services may be interrupted by FBTA if the client is more than 30 days past due. Service may resume once a mutually acceptable arrangement for payment has been made with FBTA.

FBTA reserves the right to send past due accounts to our collections agency. Accounts which are 120 days past due will be subject to collection procedures.

If you have any questions regarding this policy or your statement, please call our Coon Rapids administrative staff at 763-780-1520.