University of Nebraska-Lincoln
Counseling and School Psychology Clinic

NOTICE: UPDATED BILLING PROCEDURES

Beginning on 01/01/2023, the CSPC will no longer be sending out monthly statements for services rendered during that time frame. Below are updated billing procedures for in-person and telehealth services:

In-person services: At time of check-in for each in-person therapy appointment, we will have an invoice available for clients, which would include any remaining balance of past sessions to-date, and amount owed for the current therapy appointment.

At the time of service, clients will be given the option if they'd like to pay their balance in full, or pay some amount towards their balance.

With the installation of our new credit card terminal, we are now able to accept several different payment options, including credit card, cash, and check. Our web-based payment portal is still available for clients wishing to continue using this system.

The amount reflected on each invoice will be determined by the amount specified on the Fee Agreement signed at the initiation of therapy services with the Counseling and School Psychology Clinic.

Telehealth services: Prior to each telehealth appointment, clients will receive a billing notice through the Patient Portal, which will include their invoice number and client ID, to be able to make a payment. At the time of service, clients will be given the option if they'd like to pay their balance in full, or pay some amount towards their balance.

For convenience, clients will have the option to make a payment using our web-based payment portal. We are also able to accept check payments via mail. Cash payments and/or use of our new credit card terminal must occur in-person.

The amount reflected on each invoice will be determined by the amount specified on the Fee Agreement signed at the initiation of therapy services with the Counseling and School Psychology Clinic.

For all services, providers will be notified if clients' have a remaining balance after 4 sessions, to work with their clients to discuss several available options. Should clients' financial circumstances change or should clients experience financial hardship, they should notify their provider and request to reset their fee agreement upon the Clinic Director's approval.