

RE: Important Changes to our Practice

April 12, 2022

Drs. Brian and Christine Selby (Selby Psychological Services, PLLC, “SPS”) announce that they will be closing and reopening as a restructured psychological services practice in June 2022 with different billing procedures. Our family is going through significant changes as Dr. Christine Selby has accepted a faculty position at Springfield College, in Springfield, MA and we will be moving to Massachusetts for this job position starting Fall, 2022. Dr. Brian Selby will be adjuncting at Springfield College and will be transitioning more into teaching as a profession.

Due to these myriad changes, the Drs. Selby are transitioning their practice to a credit card based, “pay as you go” practice. ***SPS will discontinue taking all forms of insurance for payment of services as of June 2022.*** We are fully committed to Telehealth as our clinical service delivery platform and will not have a physical office in either Maine or Massachusetts or see patients in-person, but will be licensed in both states and will continue to see patients in Maine via Telehealth.

Due to the above changes, we are in the process of removing ourselves from the panels of all health insurance companies. For some insurances we will no longer be in-network (i.e., off the insurance panel) late May 2022, and for others mid to late June 2022. If you are using your insurance benefits to see us, and we file claims on your behalf, ***please see the list at the end of this letter for the date we will no longer accept your insurance.***

What this means for you:

- In order to continue seeing us after these changes we will need to have an updated “credit card authorization form” as we will ***bill that at the beginning of the session.*** If your credit card does not work at the time of service and you do not have another credit/debit card to use we will need to reschedule and will not be able to schedule you again until we have a working form of payment.
- We can continue to see you via Telehealth with a very brief pause in June (1-2 weeks maximum), ***for which we will continue clinical coverage.*** We will know the exact dates for this switch-over period as we get closer to June.
- If your insurance plan has behavioral health benefits (if you’re using your insurance with us right now, it does) ***you may also have out-of-network benefits for behavioral health services.***
 - Out-of-network benefits means you can see any provider you’d like; however, you usually have to pay a larger portion of the session fee. You will need to check with your

insurance company to find out what your out-of-network benefits are for behavioral health services.

- For each session we will provide you with a “claim sheet” that has all of the information required by your insurance company so you can submit out-of-network claims for reimbursement, or have what you paid to us applied to your deductible.
- Some insurance plans do not offer out-of-network benefits. We have no way of knowing which plans do not, which is why we strongly recommend you reach out to your insurance carrier directly (look for the 800 number on the back of your insurance card; some have a separate 800 number for behavioral health) and explain the situation to see what options you have.

Although we will no longer be able to accommodate sending bills to collect payment we will always provide a receipt of payment at the time of service as requested and, upon request, can generate an invoice showing all dates of service and payments made.

We recognize that staying on as a patient with our new policies in place may not be an option (for example you may want in-person services) and we sincerely regret that may be the case for some of you. If so, we can provide you with referral options should you desire to continue services with another provider who is in-network with your insurance (you will need to verify with them yourself that they take your specific insurance).

Please let us know what questions you have by phone, email, or at the next session we have with you or your loved one.

Best,



Drs. Christine and Brian Selby

Insurance Company Termination Dates:

Aetna	June 29, 2022
Anthem Blue Cross/Blue Shield	June 13, 2022
Cigna	June 4, 2022
Harvard Pilgrim	May 30, 2022
Optum/United Behavioral Health/United Health Care	May 30, 2022