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Welcome to PRA

The following guidelines have been outlined to help you access treatment and care in the simplest yet clinically appropriate manner.  It is important that all patients understand and adhere to these guidelines for continuation of treatment provided by PRA: Perakis, Resis, Woods & Associates clinicians.  Our clinician’s want to give each of their patients that are scheduled for an appointment their full attention, therefore, the following guidelines will help eliminate unnecessary phone calls, voicemails and pages allowing your clinician to see patients in the office in a timely fashion.

**Appointments**

Your therapist schedules his/her own appointments and can be contacted directly to inquire about availability by leaving a message on their voicemail.  Please note that if you need to change an appointment time or cancel an appointment, you must contact your therapist directly as the front desk cannot reschedule appointments for therapists.

Since our clinician’s appointment times fill up, failure to cancel your appointment with **at least 24 hours** but preferably 48 hours notice will result in a missed session charge (based on our full rate), which is not reimbursable by your insurance company and will be your responsibility to pay prior to your next appointment.

For **follow-up** visits that are in person with your therapist, you DO NOT need to check in with the receptionist, you can simply flip the clinician's light switch in the up position and have a seat when you arrive in any of our office waiting rooms. The light switch alerts your therapist that you are waiting.

**Phone Calls**

Our main office numbers are Schaumburg (**847) 240-2211, Vernon Hills (847) 918-8282 and Crystal Lake  (815) 356-5050**.  For administrative issues, please press “0” to reach our office staff who will assist you.  You may contact your therapist directly by calling our office number above and entering their extension or by entering their direct dial number.If your message is **urgent** and you need to page your therapist, after leaving a message, hit # and then the number 6.  This will mark your message as urgent.  It is important that you turn off privacy manager features on your phone so your therapist can return your call.

Clinicians have only one contact number even though they may see patients at multiple locations.  Direct contact numbers are listed below.  FIRST OFFICE listed is their home office.

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| A close up of a business card  Description automatically generated |  |  |
| **Therapist**  Jeana Altman | **Phone Number**  **815-526-5353** | **Location**  Crystal Lake |
| Dr. Andrew Bowman | **847-598-8233** | Schaumburg |
| Dr. Michael J. Camara | **847-598-8255** | Schaumburg, Vernon Hills |
| Liz K. Cooper, LCSW | **847-932-0844** | Vernon Hills |
| Ellen Erlichman, LCSW | **847-598-8256** | Schaumburg |
| Roberta Frankel, LCSW | **847-598-8226** | Schaumburg, Vernon Hills |
| Dr. Erika P. Gray | **847-598-8280** | Schaumburg/Crystal Lake |
| Dr. Robert A. Green | **847-598-8268** | Schaumburg |
| Rebecca Hahnfeld, LCPC | **815-526-5346** | Crystal Lake |
| Elizabeth Jacek, LAC, LPC | **847-932-0813** | Vernon Hills |
| Shafaq Javaid, PsyD, LCPC | **815-526-5345** | Crystal Lake |
| Debbie Kaufman, LCSW | **847-932-0810** | Vernon Hills |
| Dr. Kimberly Kerley | **847-598-8248** | Schaumburg, Crystal Lake |
| Steve J. Kim, LCPC | **847-932-0848** | Vernon Hills |
| Kari Kimpton, LCSW  Katie Klein, LCPC | **847-932-0808**  **847-932-0829** | Vernon Hills  Vernon Hills |
| Stephanie Lafontaine, LPC | **815-526-5335** | Crystal Lake |
| Rasheema Lettsome, LCSW | **847-932-0846** | Vernon Hills |
| Sandra Levy, LCSW | **847-932-0815** | Vernon Hills |
| Dr. John Lewandowski  Dr. Shari Liebling  Dr. Barry Lipin  Dana Marolt, LSW  Jill Pixley,LCSW  Marissa Pollmann, PsyD  Dr. Mitchell Powers  Paula Sabin, LCSW  Dr. Janice Spangler  Paige Spangler  Dr. Deborah Stern  Stella Tantillo, LCSW  Donna Ward, LCPC  David Welch, LCPC  Shane Westerberg, LCPC  Dr. Florentine Wilk  Dr. Brian Zercher | **815-526-5326**  **847-932-0849**  **847-598-8230**  **815-526-5320**  **815-526-5341**  **847-932-0842**  **847-932-0814**  **847-598-8267**  **815-526-5344**  **815-526-5318**  **847-598-8225**  **847-932-0828**  **847-598-8295**  **847-598-8250**  **815-526-5316**  **847-598-8252**  **847-598-8231** | Crystal Lake  Vernon Hills  Schaumburg  Crystal Lake  Crystal Lake  Schaumburg  Vernon Hills  Schaumburg  Crystal Lake  Crystal Lake  Schaumburg, Vernon Hills  Vernon Hills  Schaumburg  Crystal Lake  Schaumburg, Crystal Lake  Schaumburg, Crystal Lake  Schaumburg |
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When contacting your therapist, please be aware that any calls that are not brief (more than about **10** minutes) usually indicate the need to schedule an appointment.  ***Please note that calls that are not brief may result in a charge that may not be reimbursed by your insurance company***. This applies to communications with parents, schools, primary care physicians and other professionals involved in your or your child’s care.

 If you have a PRIVACY MANAGER, please turn it off when expecting a call back from your clinician.  Failure to do so may result in your clinician not being able to reach you.

**Letters, Forms, and other documents**

**Please Note: Any letters, forms and consents will not be completed unless PRA has a signed release from the patient (12 yrs and older). Blank releases can be obtained at the front desk or on our website under Forms at www.prapsych.com.**

To better meet your needs and to ensure a timely response as well as continuity of care, please allow at least 72-hour notice to complete any required forms, consents, or letters.  Please complete all sections of any forms that have demographic information on them.  Our clinicians will complete the clinical portion only.  Ensure we have the correct name, address and/or fax numbers of whom the fax is to go to so we can forward the required paperwork to the necessary party in a timely fashion.  Failure to give proper notice for completion of the form may result in a delay in meeting your request or a fee charged if immediate service is required. A fully completed release of information form must be completed to allow for information to be shared.

**Payment**

Co-pays are due at the time of service.  For **new patients and telehealth patients** – PRA requires a credit card on file so co-pays, co-insurances, and deductibles due can be processed after your appointment.  If there is a divorce agreement between parents on financial responsibility, it is between the parents and not our office.  PRA is not responsible for upholding financial agreements made between parents in divorce situations; only legal ones related to consent and participation in treatment.

**Additional Fees that you may be charged for that may/may not be reimbursed by your insurance company are as follows:**

* Phone calls that are not brief or require more than a brief dialogue to address the issue appropriately.
* Treatment planning, communications with other healthcare, school, or medical professionals per patient/outside resource request.
* Review of extensive records as part of the initial or follow-up sessions.
* Treatment updates/discussions with non-custodian parent or family member.
* Copying of medical records.
* Depositions, court appearances, additional services not covered by insurance.
* Disability paperwork or records/reports.  Clinician may require a visit to ensure they have the most updated clinical information prior to filling out forms.
* Failure to cancel appointments without proper notice.
* Testing materials or testing services beyond typical evaluations.
* Lengthy or “urgent” letters needed to be sent/faxed to outside agencies.
* Staffing attendance at schools, hospitals, or other pre-determined locations.

Our goal is to provide you with the best care we possibly can.  Adherence to these guidelines will ensure that all patients’ needs are met in a timely, qualitative, and responsive manner.  Thank you.

***Concerns or Questions***

If you should have any questions, concerns or problems related to your treatment at PRA Perakis, Resis, Woods & Associates, you may address your concerns directly with your physician or therapist.  In addition, you may contact:

**Jennifer Addison, Practice Administrator** (847) 598-8276

We are looking forward to working with you.  Please sign the “Consents and Authorization” forms indicating that you have read, understand, and agree to these policies and procedures.   7/2025