



## TMS Psychological Services, PC

~ *A Place to Grow* ~

The Office of Dr. Theresa M. Schultz & Associates

Winter 2013 Newsletter

*"Surely as cometh the Winter,  
I know there are Spring violets under the snow."  
- R. H. Newell*

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### ***We Continue to Grow...Our Services to You!***

We are expanding and refining our offerings here at Dr. Schultz & Associates, so that we may continue to provide you with comprehensive, caring, and quality services. Herein, you'll find additional information about new assessment and therapeutic services, as well as other supports and opportunities for you.



#### ***Growing Our Hours...***

Things have been a bit busier around the office in 2013. In response to changes in your individual and/or family schedules, a number of our clinical team members are adding hours to their schedules. The expanded hours are intended to offer our current clients more flexibility and to allow us to welcome new clients. Please speak to your/your child's therapist directly about any changes in her/his schedule, or call the front desk for scheduling information.



#### ***Growing Our Clinical Offerings & Supports...***

We are committed to offering versatile and high-quality services to you and the community at large. To that end, we would like to highlight some of our new and ongoing specialty services:

- Applied Behavioral Analysis (ABA) Services
- Individual, Couples, & Family Therapy
- Life transition therapy services and supports for college students and families
- Geropsychology: Therapy sensitive to the changing needs of older adults
- Assessment/Testing Services for kids, teens, and adults
- *Wii*-based social skills groups and various other seasonal therapy groups
- *Restorative Sundays* monthly relaxation events for adults
- Support group for adults with Asperger's Disorder

We also are pleased to remind you of additions to our Clinical Staff:

- We are so delighted that ***Ms. Helen Jonas, MA***, is able to offer *more hours* for individual, family, and group therapy services.
- We are equally delighted to welcome ***Ms. Margaret Brennan, D.Min.***, who is completing her Clinical Internship with us as part of her graduate work in Pastoral Counseling at Loyola University. Margaret is initially working with Dr. Erin Marek-Krawczyk, specifically assisting in our Clinical Intake & Referral work. Margaret also will be providing direct therapeutic services to adults. Welcome Margaret!



*Growing Pains & Gains...*

As part of our growth, we continue to examine how best to structure our administrative services in support of your needs and those of the practice. To that end, we continue our search for full-time office support staff to assist you with scheduling and other requests.

- **Meghan Grant** will be completing her transitional work with us at the end of March, 2013. We thank Meghan for her contributions during her time with us, and wish her well in her pursuit of a career in culinary arts. (We also know that both you, along with us, will miss Meghan's home-baked treats)!
- **NetSource Billing** is the designated resource to address your billing needs. Please continue to contact **NetSource** directly for billing questions, but also please *do* contact Dr. Erica Drzonek-Edwards, our Practice Manager (x19), with feedback regarding your billing experiences, so that together, we can continue to enhance these services. Thanks.
- **Administrative/Office Supports:** We are seeking to continue our 30-40 hours of "live" administrative support for you, in the most effective and creative ways possible. We will keep you posted about who you can expect to see and talk to in our office, once Meghan departs. We appreciate your patience and consideration as we make our way to these new supports.

*Billing Policy Change ~ Action Required...*



We continue our shared efforts with **NetSource Billing** to keep client accounts more current, and to reduce outstanding balances. We do this both as a good business and clinical policy, in order to support your needs and your ability to continue in our good work together, and to ensure the sustainability and stability of our practice. We appreciate and thank you for your timely payments. To further support this endeavor, **we are requiring all clients to keep an active credit/debit card on file** for billing. This is a convenience for you, should you wish to authorize a payment by phone. It is also a protective measure for our business, as all balances 60 days past due will be automatically be settled by the credit/debit card on file. **Compliance with this new policy is required by March 22<sup>nd</sup>, 2013.** A credit/debit card authorization form is enclosed for your completion. Completed forms should be returned to the administrative office in Hinsdale. Please note: **NetSource Billing** will e-mail or call you to confirm your credit card authorization as an added measure of protection. You must reply directly to them in order to activate the authorization. Thanks for doing this.

Further, if you have an outstanding bill, please resolve it before further collective action is taken. You may contact **NetSource Billing** (1-866-441-1591) to pay your co-pay, co-insurance, session fee, or accumulated balance. Thank you very much.

In closing, I thank you, on behalf of myself and our entire group here, for the opportunity to work with you. It is really a pleasure and honor to do this good work together.

~ Doc TMS & Staff

*For more information about topics covered in this newsletter please call: 630.323.3050  
Thank you, and best wishes ~~ Dr. Theresa M. Schultz & Associates*

15 Spinning Wheel Road, Suite 426  
Hinsdale, IL 60521

7415 W. Madison St., 2<sup>nd</sup> Floor  
Forest Park, IL 60130