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Frequently Asked Questions (FAQ's) about Wynns Family Psychology Testing Services

Thank you for considering testing services with Wynns Family Psychology. We understand contacting a psychologist can be an intimidating but important step. It takes insight and courage to admit your family needs outside help. We hope these FAQ's will answer some of your initial questions and provide reassurance that you're in expert hands and on the right path to finding the answers you need. And while our specialty is kids and teens, please note we also provide a complete list of testing services for adults. If you have any further questions or would like to schedule an appointment after reviewing this document, feel free to call **919-467-7777** or email us at Info@WynnsFamilyPsychology.com. We're always happy to help!

Q: Why is an Assessment Helpful?

A: Parents often have concerns about their child's academic, social, developmental, or emotional functioning. They know that "something just isn't right" but can't put their finger on it. Undergoing a thorough psychological or psychoeducational assessment can provide specific answers about what is (and what isn't) going on with your child. Many parents see their children flounder in school and their personal lives for years — spending money on tutors and therapists, without ever determining the root cause of the problem. Having a formal and professional assessment not only yields diagnoses and rules out other disorders, it ultimately saves valuable time and money. Additionally, parents often share our reports with their schools to setup an IEP, 504, or Gifted Plan (DEP) with pediatricians and other professionals such as speech therapists, occupational therapists, and tutors.

Q: What Makes Wynns Family Psychology Testing Services Stand Out?

A: Our expert evaluation services are administered by experienced, doctoral-level psychologists that know how to connect with kids in a fun and relaxed environment. We help families by accurately diagnosing children with a wide variety of complex and overlapping concerns. And our comprehensive assessments not only uncover the presence of underlying learning, attention, and psychological issues, but also provide in-depth details about each child's unique strengths, weaknesses, and needs. We take great pride in the quality, accuracy, and timeliness of our assessments. As a result, our solution-focused reports and custom recommendations piece together a child's complex puzzle and teach families how to deal with ongoing problems. By the end of your feedback session, your family will be equipped with the answers needed to properly address your concerns and successfully move forward.

Q: Why Do Assessments Cost as Much as They Do?

A: Required testing kits and associated materials are expensive. In addition, the time it takes to administer tests, score these evaluations, and formulate thoughtful assessments, is lengthy. We are highly-qualified, doctoral-level psychologists with extensive training and take as much time as needed to accurately determine what issues are present with your child. Each uniquely written report not only provides the answers you need, but gives you customized recommendations for home and school, and details YOUR child's strengths and weaknesses. During follow-up feedback sessions, we thoroughly discuss all of these details in-person and answer any additional questions you might have. (Please note: due to the length of time reserved on our calendars, a 50% deposit is required for testing packages.)

Q: Do you take insurance?

A: Our services are reimbursed by most insurance providers, but since we're technically "out-of-network," we don't accept co-pays. However, most insurance plans have "out-of-network" mental health benefits that cover our testing, with many clients getting back 50 – 80% of what they pay.* Typically, insurance providers are required to reimburse clients within a month of receiving claims, so this keeps the reimbursement process running smoothly. After paying for services, we're more than happy to help you get started with submitting claims so you can be reimbursed directly by your insurance company. In many cases, we keep the necessary claims forms in our office. (For other insurance carriers, we can direct you to their online claims forms.) And you're always given a receipt with the codes needed to properly process your claim. Our goal at Wynns Family Psychology is to guide you through and streamline this process as much as needed. Also, we accept Flexible Spending Account (FSA) Cards and Health Savings Account (HSA) Cards in our office (Most FSA's and HSA's cover therapy, some types of testing, groups, and custody services). Please note, any deposits and payments toward testing are nonrefundable. Be sure to have all insurance questions answered before putting down a deposit and consider consulting with the psychologist in a parent intake interview about what an evaluation can do for you before putting down a deposit. *Note: Many insurance plans, whether in-network or out-of-network, have restrictions on educational testing. Review our Insurance Benefits "Cheat Sheet" and call your insurance provider to discuss your plan's specific benefits.

Q: How Quickly Can I Get an Appointment Scheduled and How Long Does It Take to Get Back Testing Results?

A: Because Wynns Family Psychology highly values assessments, we specifically block time on our schedules each week for testing cases. So, when you call to set up a testing appointment, we can typically see you within a week or two. After the evaluation, we generally schedule an in-person feedback session within 3 weeks to discuss the comprehensive report results. Of course, if your testing situation is more time-sensitive, we may be able to accommodate a faster turnaround for a rush-fee of 10%. Please also note, for evaluations that require parent and teacher surveys, it is important to complete quickly (e.g., by the final day of face-to-face testing is ideal) and to check in with teachers to ensure they've completed their paperwork as well. This data is an important aspect of diagnostic decision making and reports can be very long and time consuming. Delays in paperwork can mean delays in results.

Q: What About Gifted/AIG Testing?

A: When it comes to Gifted Testing, many parents know their child is “bright” but don’t know specific strengths. The I.Q. and Achievement components that comprise our Gifted Testing provide a comprehensive assessment of your child’s cognitive and academic abilities. And once you have the report, you can use it to qualify your child for AIG services to make school more challenging and enriching!

Q: Should I Wait Until My Child is Older to Pursue Testing?

A: It depends on your specific concerns. Experts recommend when dealing with disorders (like Autism, Asperger’s Syndrome, AD/HD, Learning Disabilities, etc.), the sooner the intervention — the better. With certain disorders such as these, waiting to test (and hoping things will improve on their own) can result in your child’s problems getting worse. If you feel unsure about how to proceed, an in-person consultation is the best and most thorough way to assess your child’s situation. After this meeting, we’ll make recommendations about which tests would be most helpful (or whether one of our other services such as individual or group therapy might be more appropriate). And the price of most consults can be applied toward the cost of our testing packages. Or if you prefer, we’re always happy to provide a free 10-15 minute phone consultation to discuss your concerns and help you determine which path to take.

Q: How is testing impacted by COVID-19 (CV-19)?

A: Parents need to read and complete the In-Person Consent form, which provides in-depth information about our current CV-19 policies. Refer to that document for more in-depth and specific information before doing in-person testing. To keep it simple, any parts of the evaluation that can be done virtually (e.g., the parent interview, final testing feedback) will be done online. Parents cannot wait in the waiting room during testing, but instead will be asked to drop off their child, answer a few quick questions, and will be contacted shortly before testing is completed. Each evaluator follows at minimum the NC required preventative measures (e.g., for as long as masks are required, they will be used by staff and as long as clients are able they are expected to as well). While each provider follows state guidelines, they also each have their own ways to provide the most accurate assessment possible and to minimize the risk of the spread of CV-19. Ask your evaluator how they conduct testing during this time to learn more.

Q: What do I do first?

A: Call the office (919-467-7777) to schedule the parent consult. This is an in-depth parent-only interview to go over the history, the purpose for your testing, and to ensure the evaluation you choose is designed to answer those questions for you. This meeting provides you more information about testing so you can make a decision about moving forward (whether you decide in the office or need to think about it/ discuss it first). Your evaluator can help you then with next steps (e.g., cost of testing package, whether parent or teacher surveys are needed) when you’re ready. The cost of this meeting is the provider’s hourly fee. If you choose to move forward with testing, that cost is deducted from the full cost of the testing package.

Testing Services Testimonials

“Thank you so much for your encouragement! J is THRIVING in kindergarten and is happy to get on that bus every single day! His first report card was almost all 4’s and O’s (outstanding), and he received the ‘Outstanding Eagle’ award (similar to Student of the Month)!!! And he’s not even five until next week! We are so happy for him! A million heartfelt thank you’s!!! I really struggled with this decision, and it has been a blessing. We will be forever grateful!”

~ Parent of a Preschooler, Early Entry to Kindergarten Assessment and Consultation

“Thanks for testing M so soon after we called and for preparing and sending the test results so quickly... We were thrilled... with the whole testing process. We could not have been more pleased with your... kind understanding of nervous parents and kids. This testing process... could not have ended on a more positive note. Even if she had not qualified for the gifted education program, she walked out of your office feeling successful and special, and that meant a lot to us... You were so friendly and responsive via phone and email. Those were the reasons I chose your practice over all of the other ones... Your great service and kind manner are the reason why I will recommend you to anyone else I know...”

~ Parent of an 8-Year-Old, Gifted Evaluation

“Thank you so much for the report on H. I’ve contacted the school, and hopefully they’ll be able to adapt her curriculum to meet her needs. I wanted to let you know that two of the doctors I work with reviewed the report with me, and they both commented on it being an excellent report and that you did a very good job. They were very impressed.”

~ Parent of an 8-Year-Old, Learning Disabilities Evaluation

“Your evaluation and recommendations have opened our minds and opened doors for B. My family and I are reading all the books that you suggested on Nonverbal Learning Disorder and have already learned a lot to help us help B. So, we have been very busy ever since receiving your report, and I want to thank you for being so thorough and so encouraging. You are a fabulous psychologist, and I will recommend you to people in the future.”

~ Parent of a 2-Year-Old, Developmental / Psychological Evaluation