bend

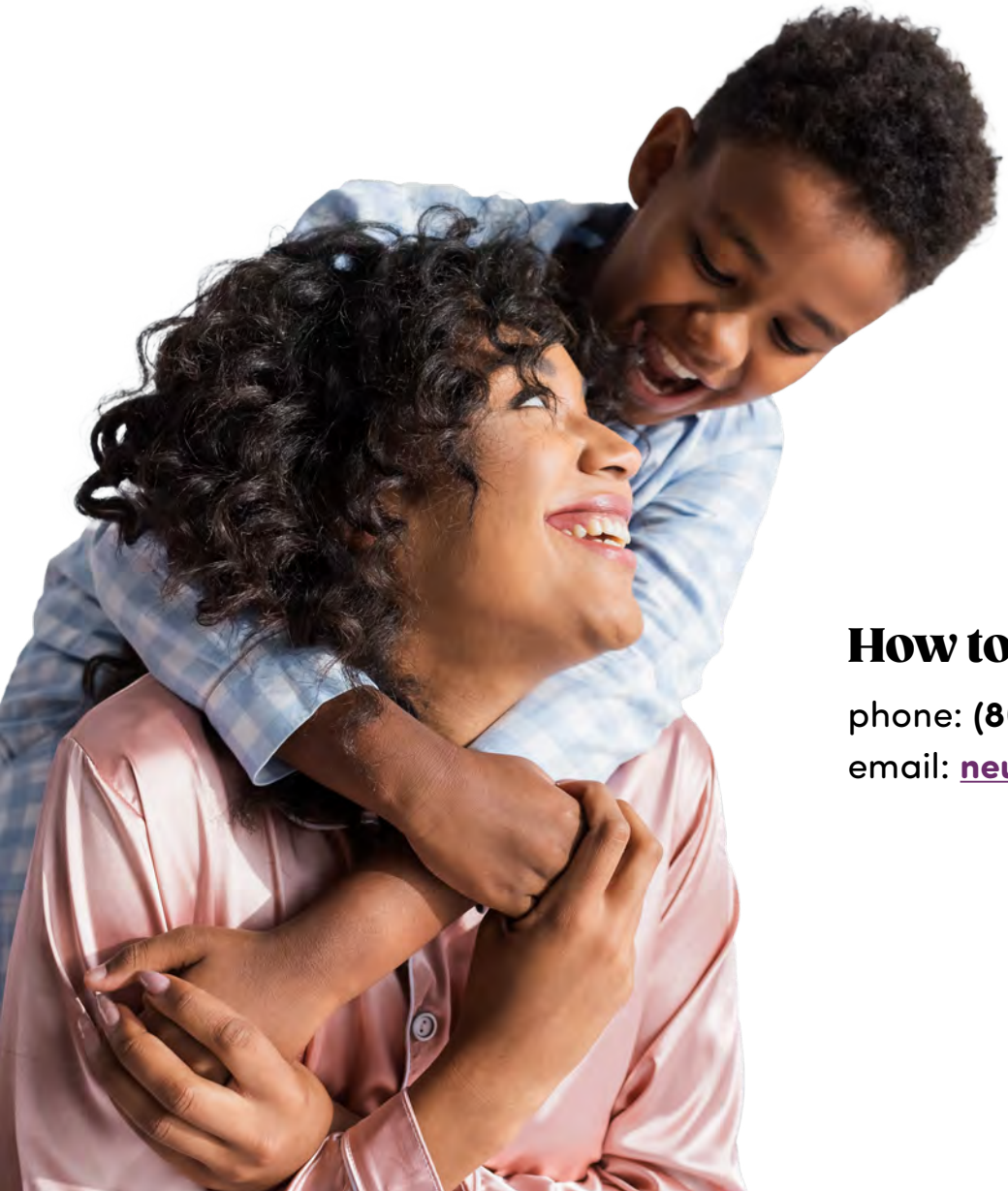
Virtual Neuropsychological Evaluations

A COMPREHENSIVE GUIDE



We're thrilled to have you join us on this journey to better understand your unique strengths and challenges through a neuropsychological evaluation.

This guide is your starting point and your resource. It's designed with you in mind, ensuring that you have a clear understanding of the steps ahead. Your well-being is at the heart of everything we do, and we're honored to be part of their journey towards a brighter future.



How to reach us

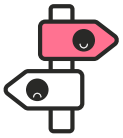
phone: **(800) 516-0975**
email: **neuro@bendhealth.com**

What's Inside



Virtual Neuropsychological Evaluations

Bend's **virtual approach** is convenient for families. Our care team uses a member-centered approach and validated assessments to provide valuable insights into cognitive, emotional, and behavioral functioning.



A Simplified Evaluation Process

The process starts with a **Clinical Intake** appointment led by one of our psychometrists. This allows our team to better understand your concerns and relevant medical history. From there, we will get you scheduled, customize the testing process to best suit your needs, and deliver a comprehensive report.



Cost and Payment Options

We understand that cost is an important consideration. WIth several payment options available, our aim is price transparency.

Please see pricing menu based on testing needs.

Next Steps

Ready to get started?

We're committed to making testing accessible. So you can schedule your intake appointment right away!

Need more information? Reach us during business hours at **(800) 516-0975** or anytime at **neuro@bendhealth.com**



Payment method, consents, and intake form must be completed at least 24-hours prior to your appointment.

- ☐ Schedule your Clinical Intake appointment
- ☐ Confirm payment information (insurance vs. self-pay)
  Our team will provide a cost estimate prior to your appointment.
- ☐ Complete your consent documents (sent via email)
- ☐ Complete the **Evaluation Intake form**

Want to learn more?

06 Why Bend Health?

07 How Much Does a Neuropsychological Evaluation Cost?

08 How are Virtual Neuropsychological Evaluations Conducted?

10 Bend Health's Neuropsychological Evaluation Process

12 What is the Ideal Schedule for Neuropsychological Evaluations?

14 Who is on the Team?

16 What Other Services Does Bend Health Offer?

Why Bend?

Bend Health recognizes the importance of accessibility and convenience for families seeking neuropsychological evaluation services. Virtual testing addresses the need for flexible assessment methods, ensuring that families, regardless of their geographical location within the United States, can access comprehensive cognitive, emotional, and behavioral evaluations. This approach aligns with Bend Health's commitment to providing equitable and patient-centered care.



How much does a neuropsychological evaluation cost?

Bend Health offers a variety of payment methods to accommodate different preferences and situations.



USING YOUR HEALTH INSURANCE

Bend Health services are in-network with a wide range of insurance providers to help families utilize their insurance coverage for neuropsychological evaluations. This can significantly reduce out-of-pocket costs and make the evaluation process more financially feasible.

Bend can also offer a superbill so you can submit for reimbursement as allowed by your plan. The superbill will be provided after testing is complete, and you will need to pay all testing fees upfront.

HEALTH SAVINGS ACCOUNTS (HSAS) AND FLEXIBLE SPENDING ACCOUNTS (FSAS)

Families with HSAs or FSAs can often use these accounts to cover the costs of neuropsychological evaluations. Bend Health's administrative staff can provide guidance on utilizing these accounts.

SELF-PAY

For families who prefer to pay directly, Bend Health accepts out-of-pocket payments. This option allows you to access services without the need for insurance involvement. Total cost will vary depending on level of testing. **See latest pricing**

CARE CREDIT FINANCING OPTION*

6 and 12 month financing options are available through CareCredit. You can use your CareCredit credit card right now or see if you prequalify **HERE**.

*Applies to self pay testing only.

How are virtual neuropsychological evaluations conducted?



Bend Health's virtual neuropsychological evaluation services leverage cutting-edge technology to replicate the in-person assessment experience as closely as possible.

Through secure and HIPAA-compliant video conferencing platforms, families can engage with experienced neuropsychologists who guide them through the assessment process. Bend Health uses validated assessments and clinical interviews to better understand your medical history, cognitive functioning, emotional well-being, and behavioral patterns.

To ensure valid and reliable results, Bend Health uses measures like camera monitoring and remote supervision. The technology used is carefully selected to ensure accurate results.

For kids, Bend Health keeps virtual testing engaging. Psychometrists use a member-centered approach, incorporating breaks, age-appropriate tasks, positive reinforcement, clear communication, and caregiver collaboration. These strategies are adapted for virtual settings to ensure you remain focused, comfortable, and motivated throughout the process.

We know it may be hard to imagine how such an in-depth evaluation could be done remotely; however, many of the validated tests and assessments have been approved to be used remotely. In some cases, virtual testing is actually preferable because you can complete testing from an environment they are comfortable in, and testing can more easily be scheduled over several days. We use a series of validated tests and measures with the aim of providing the same gold-standard experience you would experience in a traditional in-person setting.



Bend Health's Neuropsychological Evaluation Process

Bend Health's neuropsychological evaluation process is designed to be thorough, personalized, and supportive, ensuring that you receive accurate assessments and comprehensive insights into your cognitive, emotional, and behavioral functioning. The process involves several key stages:



Schedule your Clinical Intake appointment

Bend Health is dedicated to providing a seamless and supportive onboarding experience for individuals seeking neuropsychological evaluation services. The first step after referral or submitting your information is scheduling your Clinical Intake appointment.



1. Complete your pre-appointment tasks

You've received an email from us with your next steps!

- **Confirm your payment method**
  Based on your payment method, our team will provide a cost estimate to you via email.
- **Complete your consent forms**
  Your unique link is delivered via email.
- **Complete the Evaluation Intake form**
  Your intake form is reviewed by a licensed neuropsychologist, who creates a preliminary test plan tailored to your specific needs and concerns.

Payment information, consent forms, and the intake form must all be completed at least 24-hours prior to your appointment.



2. Clinical Intake Appointment

The Clinical Intake appointment is a **clinical interview conducted by a skilled psychometrist**. This interview serves as an opportunity for our team to gain deeper insights into family concerns, medical history, and cognitive challenges. The information gathered during this interview aids the neuropsychologist in finalizing the test plan, ensuring that the assessment is focused and relevant.

For self-pay evaluations, the psychometrist will also discuss which pricing tier(s) the neuropsychologist recommended and confirm with the patient/caregivers on the pricing tier they selected.

3. Testing Sessions

Based on the preliminary test plan and the insights gained from the clinical interview, a series of **testing sessions are scheduled**. These sessions are typically conducted in a quiet and comfortable environment and last 1 to 3 hours each. During these sessions, the psychometrist administers standardized cognitive tests and assessment tools that cover various cognitive domains such as memory, attention, language, and executive functions.

4. Feedback Review

Once all testing sessions are completed, **a video feedback review will be conducted by the care team**, often 2-3 weeks after the last testing session. During this review, the care team will go over the assessment results in detail, explaining the strengths and challenges identified in the member's cognitive functioning. They will discuss how these findings relate to your family's concerns and provide recommendations for interventions, accommodations, or further evaluations if necessary. This feedback is delivered via video and is an opportunity for you to gain a deeper understanding of your cognitive profile and determine the best course of action to support your development and well-being.

5. Final Report

After the feedback session, the psychometrist and neuropsychologist compile the **assessment results, the clinical interview findings, and the recommendations into a comprehensive report**. This report provides an in-depth overview of your cognitive, emotional, and behavioral functioning, along with diagnostic impressions and personalized recommendations. The finalized report will be sent to you along with the Feedback Review.



Bend Health's neuropsychological evaluation process ensures that you receive a comprehensive assessment experience that is tailored to your unique needs and concerns.

From the intake form to the feedback review and the delivery of the final report, each stage is designed to provide individuals with a clear understanding of their cognitive profile and practical guidance for moving forward.

What is the ideal schedule for neuropsychological testing?

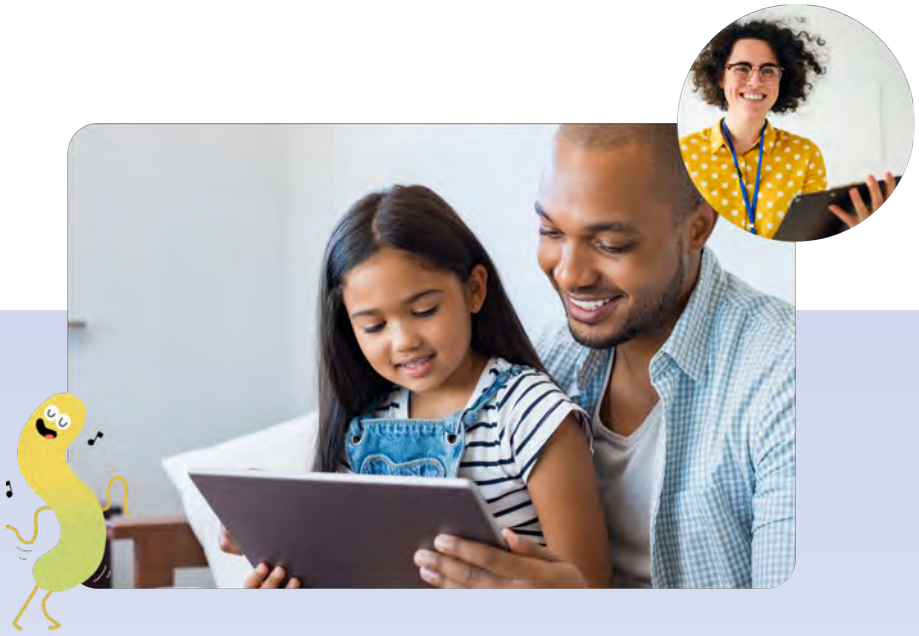
The number of testing sessions conducted will be personalized based on your presenting concerns, insights from the clinical interview, age, and other factors. However, on average we've seen the below structure work best for our members:

Toddlers / Preschoolers	One 2-hour testing session
Elementary-Aged Children	Two 2-hour testing sessions
Adolescents / Young Adults	Three 2-hour testing sessions

Our care team will work with you to create a test plan tailored to your specific needs and concerns.

When scheduling testing sessions, keep in mind that neuropsychological evaluations are best performed when testing sessions occur close together. This is because it provides the most accurate snapshot of your cognitive functioning and allows you to get answers faster.

When testing sessions are spread out over a long period of time, it can be difficult to get an accurate assessment of your cognitive functioning. This is because their skills and abilities may change over time, and the results of the evaluation may not be representative of their current state.



We've found the below three testing approaches have worked best:

Complete testing in one day

This is the most efficient way to complete the evaluation. We know it can be challenging for some to sit still for long periods of time, so our psychometrists build in breaks throughout the day to ensure you're at your best during testing.

Complete testing in 2-3 days, within one week

This is a good option for those who may not be able to sit still for an entire day, but who can still focus for short periods of time. This structure also allows for some flexibility if you need to take a break for any reason or if you have scheduling conflicts.

Complete testing over a two week period

Starting testing in week 1 and completing the remaining sessions in the following week is a good option for those who need more time to rest and recover between sessions and/or have busy schedules to accommodate. It is also a good option for those who are participating in other therapies or interventions during the evaluation period.

We will work with you to determine the best testing structure for you. We want to make sure that the evaluation is as efficient and accurate as possible, while also being comfortable and enjoyable for you.

Who is on the team?

Bend Health's interdisciplinary team is composed of highly trained professionals who bring diverse perspectives and specialized skills to the evaluation process. This team includes:

- **NEUROPSYCHOLOGIST(S):** Neuropsychologists possess specialized training in assessing cognitive, emotional, and behavioral functioning. They conduct comprehensive evaluations, interpret assessment results, and provide clinical insights. These professionals are crucial in diagnosing conditions and developing personalized intervention plans.

- **PSYCHIATRISTS:** Psychiatrists at Bend Health contribute their expertise in mental health and medication management. They play a vital role when emotional and behavioral factors intersect with cognitive functioning, ensuring a holistic understanding of a member's needs.

- **PSYCHOMETRISTS:** Psychometrists are trained professionals responsible for administering and scoring the standardized cognitive tests and assessment tools. They ensure that evaluations are conducted accurately and consistently, contributing to the reliability of assessment results.

- **SUPPORT STAFF:** Administrative and support staff members play a pivotal role in the smooth functioning of Bend Health's operations. They manage appointments, handle paperwork, coordinate logistics, and provide assistance to members and the clinical team, contributing to a seamless evaluation process.

- **BILLING SPECIALISTS:** The billing team at Bend Health manages the financial aspect of the services provided. They work with insurance companies, assist members with payment options, and ensure that billing processes are transparent and efficient.



Effective Collaboration

Bend Health's team members work collaboratively, each contributing their unique expertise to deliver comprehensive neuropsychological evaluation services. Their coordinated efforts ensure that you receive accurate assessments, tailored recommendations, and exceptional care throughout the evaluation process. This interdisciplinary approach allows Bend Health to address the complex interplay between cognitive, emotional, and behavioral aspects of an individual's functioning, resulting in holistic and effective interventions.

Our Program Leaders



Monika Roots, MD, FAPA

Co-Founder and President

(She/her/hers)

As the Co-Founder and President of Bend Health, Dr. Roots is passionate about improving mental health outcomes and access through innovative solutions and partnerships. She has over 16 years of experience in the field of psychiatry, with a focus on child and adolescent populations. She is a graduate of Carleton College, received her MD from University of Sint Eustatius, and completed her residency and fellowship at the University of Minnesota.



Jennifer Chang-Tran, PhD

Director of Neuropsychology

(She/her/hers)

Dr. Chang-Tran leads the clinical neuropsychology team at Bend Health. She is a pediatric neuropsychologist who specializes in providing neuropsychological evaluations for children and adolescents presenting with a range of mental health concerns and neurodevelopmental conditions. She earned her PhD in Counseling Psychology at the University of Iowa, completed her predoctoral internship in pediatric neuropsychology at the Missouri Health Sciences Psychology Consortium, and completed her postdoctoral fellowship in pediatric neuropsychology at Baylor College of Medicine/Texas Children's Hospital.

What Other Services Does Bend Health Offer?

In addition to its neuropsychological evaluation services, Bend Health offers a range of virtual services that cater to members' diverse needs. These services are designed to provide holistic support for cognitive, emotional, and mental well-being.

Bend Health's unique collaborative care model includes coaches, therapists, and psychiatric providers who work with your entire family to provide comprehensive, personalized care plans that help you feel better today, and thrive tomorrow.





For more information about Bend Health services, visit Bendhealth.com.