

# ADHD & Autism

## Psychological Services and Advocacy



May 13, 2025

Dear Valued Partner,

We are writing to discuss recent changes to our referral process. As you may know, cuts to Medicaid reimbursement rates have been occurring at the state and federal level. These cuts significantly impact the mental health care of children and families across the country, including those within our own community.

We have had to become creative in finding solutions to ensure these cuts do not impact the high quality of care we provide to those we serve. While we are always happy to accept referrals, we have made some changes to our referral process.

We encourage you to use our new provider email address to send referrals: [AAPSA@insyncdirect.com](mailto:AAPSA@insyncdirect.com). This will ensure we are able to process your referrals efficiently and immediately reach out to your patients. Please be advised that this is a secure email address and can only receive messages from other secure email systems. If you do not have a secure email and send a message to this address, please note that it will not be received.

Once a referral is received, we will review the referral and send the family information on how to become a new patient. As always, referrals are not necessary. You can also direct your patients to complete a new patient intake on our website: [AAPSA.net](https://aapsa.net)

Unfortunately, we will no longer be able to respond to inquiries about the status of sent referrals. In order to maintain our focus on patients and ensure they receive quality care, we have had to allocate our administrative staff to other tasks. We encourage you to communicate directly with your patients if you need to know where they are in the process.

Additional information on our referral process can be found at <https://aapsa.net/referral-information/>

We want to assure you that these changes are not impacting the services we provide. You are a valued partner in serving children and families in our community and we hope to continue providing your patients with the requested assessment and treatment services.

Andy Lopez-Williams, PhD, ABPP  
Clinical & Forensic Neuropsychologist  
*President and CEO*

