

# **Solution-Based Counseling Services, LLC**

## **Policies and Procedures**

### **Counseling Services**

Therapy has been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. Therapy may involve many different methods to help you deal with problems that you hope to address. Therapy is not like a medical doctor visit. Instead, it requires a very active effort on your part. Our first few sessions involve an evaluation of your needs. After a few appointments, we will be able to offer you some thoughts about what our work will include, and we can formulate a treatment plan to follow.

### **Sessions**

Sessions are scheduled for 45-55 minutes, two to four times per month, at a time we agree on. **Once an appointment is scheduled, a 12-24 hour cancellation notice is required.** If you have more than 3 late cancellations, your therapist has the option to discontinue treatment and refer you to another clinic. **There is a late cancellation/no show charge fee of \$50, which may be waived under extenuating circumstances per your therapist.**

### **Professional Fees**

Appointment fees apply for individual, couple, and family therapy. In addition to therapy appointments, we will also charge for other professional services you may need. Other services include writing a letter or report, preparation of reports or records, and time spent performing other services you may request. The hourly rate is \$50, and will be prorated for periods less than one hour.

### **Billing and Payments**

You will be expected to pay your fee or co pay for each session at the time it is held. We usually handle all the billing payments and transactions at the beginning of the appointment, so they do not distract from the purpose of the session. If your account has not been paid for more than 90 days and arrangements for each payment have not been agreed upon, we may use a collection agency to secure payment. For all bounced/returned checks there will be a \$25.00 check fee.

### **Insurance Reimbursement**

You should read your coverage carefully so that you fully understand your mental health benefits, including any co pays, coinsurances and/or deductibles. Insurance companies will provide benefit information via phone, fax or email but are subject to change once remittance advice(s) are received. The benefit information we receive regarding the fees you are responsible for are subject to change once we receive a remittance advice.

Utilizing your insurance company requires that private health information be released to them in order to secure payment. Information will be released to them in the form of diagnosis, prognosis, treatment plan, and progress note. In addition, your insurance company retains the right to review your chart for quality assurance purposes. Release of this information is a requirement for utilizing your insurance to secure third party payment for Solution Based Counseling Services, LLC.

### **Private Payment**

You always have the right to pay for services yourself and not use your insurance coverage. This eliminates the restrictions and limitations imposed by some insurance companies and further protect your private health information. Fees will be agreed upon before the initial appointment.

### **Non-Voluntary Discharge from Treatment**

A client may be terminated from treatment if he/she exhibits physical violence, verbal abuse, carries weapons, or engages in illegal activities at the clinic. A client may also be discharged for refusal to comply with program rules. You will be notified of non-voluntary discharge by letter.