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OFFICE GUIDELINES

To fully ensure that information concerning items such as fees, payment for services rendered, and cancellation policies are clearly understood, please read the following. After reading, please acknowledge your understanding of the Guidelines by signing this form. You will be furnished a copy for your records.

Fees: The fee for an initial evaluation session is \$125. Each following counseling session is \$100 per session. We accept Master Card, Visa, checks and cash.

Sessions: A session is 45 – 50 minutes in length. The fee for a session is independent of number of people in a session (individual or family). When the session exceeds 50 minutes in length, you will be charged on a pro-rated basis.

Payment: Payment is expected at each visit. It is important for you to understand that you are responsible for full payment, regardless of insurance arrangements. I will file insurance with the following companies with the understanding that **all deductibles are fully met**, if applicable, and **all co-payments are paid at time of service**. **Please have your insurance card with you for each visit.**

Blue Cross Blue Shield of NC
Blue Options
Blue Advantage
State Teachers of NC
NC Healthchoice
Carolina Behavioral Health Alliance

Private Healthcare Systems (PHCS)
Managed Health Network
Medicare
Tricare
United Behavioral Health (UBH)
United Healthcare (UHC)
Value Options

Return Check Policy: A fee of \$35 will be charged for any returned check.

Late Fee: A late fee of \$25 will be charged for any balance that is 30 days or more past due.

Cancellations: Please understand that you have reserved a specific time for your session and are responsible for that time. Anything less than 24 hours notice for a cancellation will result in a charge for the session. Payment for a No Show from a previous appointment will be expected prior to the next session. Consideration will be given for emergencies.

Phone Consultation: Phone consultation is available if desired. There is no charge for a call up to 5 minutes. At the end of 5 minutes it will be decided whether to make an appointment for further discussion. It is important to understand that phone calls over 5 minutes will be charged on a pro-rated basis of the normal session fee, payment expected prior to next session, and insurance does **NOT** cover this.

Confidentiality: Counseling sessions are strictly confidential. Confidentiality will not be broken unless the following situations occur:

- ❖ Danger to harm yourself or others,
- ❖ Abuse of a child / elder which would include severe physical punishment, sexual molestation, neglect, and abandonment,
- ❖ Litigation and legal proceeding,
- ❖ Insurance claims / reports which require details of evaluation, assessments, and discharge reports for payment of claims.

I have read, acknowledge understanding, and agree to the above guidelines.

Signature

Date

Print Name