

## Financial Responsibilities/Appointment Cancellation Policy/Medication Refills

- At this time, I do not work directly with health insurance companies. Service charges are billed directly to the patient, or the party financially responsible. Many health insurance policies do have out-of-network reimbursement for mental health. You are encouraged to check with your insurance provider to determine if you have coverage and what the limit of that coverage is.
  
- Payment is due in full at the time of service. At this time, payment is billed through Therapy Partners, an electronic credit card billing service. Statements are provided electronically to an e-mail address you provide. Statements will contain session billing codes and dates of service, along with the commonly required information insurance companies use to reimburse out-of-network services. **For your privacy, please specifically request if you would not like diagnostic codes included on these statements.** However, many insurance companies will not reimburse with them.
  
- All appointments must be cancelled greater than two business days in advance to avoid being charged the full session fee. Please be aware that insurance companies will not reimburse for sessions not attended.
  
- Should an appointment be cancelled within two business days, attempts will be made to reschedule within the same business week, without the incurrance of additional charges. The ability to reschedule within the same business week is limited, and subject to availability. No show/no call sessions will be charged for, regardless if an appointment is rescheduled within the same business week.
  
- Telephone sessions are generally not conducted in the event that a session cannot be attended, unless agreed upon in advance. Telephone sessions are often not reimbursed by insurance companies, and often need to be coded differently.
  
- Special considerations for ongoing therapy/regularly scheduled appointment times:**  
Committing to ongoing and intensive psychotherapy is an important decision, one that must be undertaken understanding not only the psychological commitment, but the time and financial commitments. Regularly scheduled appointments represent a large time commitment for both you and your treatment provider. In order to ensure that your day can be planned accordingly, session times are accurately kept. Appointments are never double-booked or overlapped. In order to provide this consistency, your financial responsibility for the agreed

upon appointment time is necessary. **Please read the follow section carefully:** Considerations to waive appointment fees for sessions not attended or cancelled within two business days will be made in the case of emergencies, safety, and serious unavoidable events that require immediate attention. These events might include taking a child or family member to the hospital, the death of a family member, or an emergency medical procedure. Please understand that session fees cannot be waived in the case of childcare issues, minor illness, or work-related incidents. It is understandable that some appointments may have to be missed, however, please be aware that the majority of late cancel/missed appointments are charged for.

- If a late cancellation session is able to be filled by another patient, you will not be charged.
- Effective treatment often requires communication with outside providers, including primary care physicians, other physicians, schools, and outside therapists. Consultations with other providers or medical chart reviews are billed for by time, at the agreed upon prorated session rate. You will not be billed for consultation time without prior approval. Insurance companies may not reimburse these communications.
- At your request, letters and other paperwork relating to treatment may be provided. Documents commonly requested include letters to schools, letters to other treatment providers, treatment plans and recommendations, prior authorization medication requests, and communication with insurance companies. Letters, paperwork, and communication to insurance companies are billed for by time, and at the agreed upon prorated session rate.
- Emergency phone calls between sessions lasting greater than five minutes are subject to charges based on the time for the phone call, plus ancillary activities like documentation. Charges are based on the prorated session rate.
- Prescription medications are generally given in an amount sufficient to last until the next appointment. If an appointment is missed and medications are needed, a bridge prescription may be written to cover the amount of medication needed to attend that next appointment. Please be aware that some insurance companies will not pay for two prescriptions for the same medication filled within the same 30-day period.
- Refill requests must be made by the patient, or the patient's caretaker. Refill requests made by a pharmacy are not honored, as they are often inaccurate.