



Carrollwood Counseling

Financial Information Policy

Live Life Well ©

The Therapists and Staff at **Carrollwood Counseling** would like to welcome you to our practice. We strive to provide you with excellent care and our goal is to make your visits as convenient as possible.

By signing below you confirm that you have read this policy and understand that:

- *It is your responsibility* to inform our office of any address or telephone number changes.
- *Fees*—all self-pay or insurance co-payment, co-insurances and deductibles will be collected at the time of service. Payable by *Cash, Check, VISA or MasterCard*.
- A *Returned Check* will result in a *\$ 25.00 service charge*, and all future payments must be in the form of cash or credit card.
- If you fail to cancel or reschedule your appointment with less than 24 hours notice, it will result in a *\$ 50.00 "NO SHOW"* fee.
- Insurance does not pay for reports therefore a fee will be charged for reports and letters. *Tell your therapist that you need a report at the beginning of the session*. Sometimes reports and letters can be completed during the counseling session. If the report or letter requires additional time, there will be a charge. The amount will be determined by each therapist. *The minimum charge is \$25.00. Allow a minimum of 48 hours for completion of the report/letter. Discuss this with your therapist as their time frame may differ. Fee to be paid at the time of request.*

If you have health insurance coverage:

- We will submit your claims, however we must emphasize that as mental health providers, *our relationship is with you, not your insurance company*.
- Although we attempt to verify your mental health benefits with your insurance policy, please be advised that this only an estimate of your coverage based on the information given to us at the time of inquiry.

By signing below you confirm:

- *It is your responsibility* to inform us of any changes to your insurance policy so that your coverage can be re-verified prior to your appointment.
- If your insurance plan requires an authorization from your insurance company, *it is your responsibility* to have that referral faxed to our office prior to your appointment.
- Not all services are a covered benefit with all insurance plans.
- *It is your responsibility* to be aware of what service(s) is being provided to you and if it is a covered benefit under your insurance policy.
- *You are responsible* for any non-covered charges not payable by your insurance policy.
- Although filing your insurance claims is a courtesy extended to you, *all charges are always your responsibility* from the date services are rendered.

We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we urge you to contact us promptly for assistance in the management of your account.

If you have any questions about the above information, please do not hesitate to ask us. *We are here to help you.*

Client Signature

Date