



CONFIDENTIAL CONFESSIONS COUNSELING

PAYMENT POLICY

Confidential Confessions Counseling Services, PLLC appreciates the confidence you have placed in our therapist, extenders and staff. It is our mission to help you Stay Mentally Healthy.

Confidential Confessions Counseling is contracted with most major insurance companies. Please visit our website at www.cccounsel.me to verify Confidential Confessions Counseling's contract status with your insurance company and plan. You may also call us at 336- 355-1811 for additional information or please visit your insurance plan's website for a list of participating providers and facilities. Confidential Confessions Counseling will gladly file all claims to our contracted insurance companies and will apply all contracted adjustments to your balance. In return, we require that you honor the contractual obligations set for you by your insurance company. Please make sure you know the deductible, coinsurance and copay amounts your plan requires you to pay. We are obligated by our contracts to collect these amounts from you. If you are unable to honor your contractual financial obligation at the time of your service, you may be asked to reschedule your appointment.

If there is an additional balance due after your insurance company has processed the claim, payment in full is due upon your receipt of a statement. If the balances are large cannot be paid in full, you are should contact Confidential Confessions Counseling Business Services at 336-355-1811 to set up a payment plan.

Confidential Confessions Counseling will file insurance claims with non-contracted insurance plans as a courtesy to our clients. As our client, it is your responsibility to verify, prior to receiving outpatient services from Confidential Confessions Counseling whether or not we are contracted with your insurance plan. Please be aware that if we are not contracted with your plan, your out-of-network benefits will be applied. Any payment issues with a non-contracted insurance plan are the responsibility of the client.

If you have questions about your insurance coverage for an upcoming service, Confidential Confessions Counseling will furnish you all necessary information so you may obtain your specific coverage information from your insurance company.

Payment in full is expected at the time of service for clients with no insurance. Confidential Confessions Counseling accepts payments via cash, check, MasterCard, Visa, American Express and Discover Card. Payment collected at the time of service is an estimate based on the information available at the time of service. New uninsured clients will be required to pay \$100 prior to any outpatient service being rendered. Any additional balance due will be collected at end of session. If charges are less than \$100, the overpayment will be refunded. If there are additional charges posted after check out, payment in full is due upon the client's receipt of a Confidential Confessions Counseling statement. You may be eligible for a prompt payment adjustment with payment in full on the date of service. Counseling sites. If this becomes necessary, Confidential Confessions Counseling will attach a 20% service fee.

I have read this information and I understand the above client payment policy.

Client name(s) _____ Date of Birth _____

(Client (or Guardian) Signature _____ Date _____

Revised on 1/5/17



CONFIDENTIAL CONFESSIONS COUNSELING

CANCELLATION POLICY/NO SHOW POLICY

For Appointments and Evaluation/Assessments

1. Cancellation/ No Show Policy for individual/family Appointment

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another client from getting much needed treatment. Conversely, the situation may arise where another client fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

If an appointment is not cancelled at least 24 hours in advance you will be charged the full amount of the session fee; this will not be covered by your insurance company.

2. Scheduled Appointments

We understand that delays can happen however we must try to keep the other clients and therapist on time.

If a client is 15 minutes past their scheduled time we will have to reschedule the appointment.

3.Cancellation/ No Show Policy for assessment/evaluations

Due to the large block of time needed for clinical assessment, last minute cancellations can cause problems and added expenses for the office.

If assessment is not cancelled at least 2 days in advance you will be charged a full amount of evaluation (\$150) fee; this is will not be covered by your insurance company.

I have read this information and I understand the above client payment policy.

Client name(s) _____ Date of Birth _____
(Please Print)

Client (or Guardian) Signature _____ Date _____

Revised on 1/05/17