
Policies & Procedures

Account Balances & Credits

- The credit card on file is to be used for:
 1. Balances of charges not paid within 30 days, but not to exceed \$300.00.
 2. Cancellation fee if an appointment is not cancelled within 24 hours to be charged the following business day.
- Balances for charges not paid within 90 days are sent to a collections agency.
- To help control costs we ask our patients to pay their office visits at the time service is rendered. For balances on an account, the full amount is due before the client can resume counseling.
- We issue credits in the form of a check to clients a month after the client has completed counseling and all insurance payments have been received. Credits include overpayments on a client's account, as well as cash that was placed on file for no-show appointments.

Appointments and Scheduling

- Appointments within our office are for 53 minutes. The last 7 minutes of each session is used to reschedule with the counselor.
- If you are more than 15 minutes late for your appointment, you will be responsible for the \$75.00 fee for the session, which is not reimbursable by insurance.
- Appointment scheduling, rescheduling, or cancelling is not accepted through client portals. Please call the office and leave a message to notify us of a need to change your appointment. Voicemail messages will be returned as quickly as possible.

School and Work Notes

School and work notes are also available at the time of rescheduling.

Emails

For counselors working with children, a message through the portal is required before each session that is attended by the child individually. Messages need to be received by the morning of the child's appointment.

No-Shows for Non-Medicaid Clients

As stated in our paperwork, it is our policy to charge a \$75.00 fee for appointments that are not cancelled at least 24 hours in advance. You may leave notice of cancellation on our voicemail at any time, which will note the day & time you called. Please give the reason for cancellation on the voicemail. For Monday appointments, cancellations can be left on our voicemail on the weekend 24 hours in advance.

No-Show Policy

As stated in our paperwork, the credit card on file is used only for no-show fees or balances on the account, not to exceed \$300.00. After a no-show appointment, a client is called to inform them of the missed appointment. At that time, the card on file or deposit will be used for the balance on the account.

No-Show Policy for Medicaid Clients

We selectively accept Medicaid Insurance from specific referral sources for children who are in the process of being adopted or have recently been adopted. For all other clients, our office charges a \$75.00 fee for all appointments that are not cancelled at least 24 hours in advance. Because we are unable to bill Medicaid or our clients using Medicaid for No-Show appointments, we provide referral sources to pursue counseling from another provider once a No-Show occurs.

Release of Information

We require releases to be signed before any information regarding a client is released whether verbally or written from our office to any physician, school personnel, etc.

Wait List Procedures

New and current clients can ask to be put on the wait list for their counselor. When a cancellation occurs, clients are called and the first client to accept the appointment is the one to receive the appointment. An offer of an appointment through a phone message does not guarantee that the opening will still be available when the call is returned to our office. A client's name is not put in the scheduler until the client has called to confirm the appointment.

Emergencies

For after hours emergencies, call 911 or Contact Hotline at (817) 335-3022 – Tarrant. This hotline is available 24 hours a day and is free.

Continued Care

I understand the following fully:

- After two consecutive missed appointments without 24 hour cancellation notice, the client will be given referrals for further treatment at other counseling facilities and will be considered an inactive patient.

Limits of Confidentiality

Discussions between a therapist and a client are confidential. No information will be released without the client's written consent unless mandated by law. Possible exceptions to confidentiality include but are not limited to the following situations:

- child abuse
- abuse of the elderly or disabled
- abuse of patients in mental health facilities
- sexual exploitation
- criminal prosecutions
- child custody cases
- suits in which the mental health of a party is in issue
- situations where therapist has a duty to disclose, or where, in the therapist's judgment, it is necessary to warn or disclose (fee disputes between the therapist and the client; a negligence suit brought by the client against the therapist; or the filing of a complaint with the licensing or certifying board.)