



Notice of Policies and Procedures

Appointment Scheduling:

Appointments will be scheduled with clients at the end of their session or through our front desk staff. A client may schedule 4-6 sessions in advance with their therapist.

When a client has not attended a session in a 30-day period or when 2 consecutive sessions are cancelled, all future scheduled sessions will be cancelled, and that client will be moved to a waitlist in which they will be added back onto their counselor's schedule upon their next availability.

Should a client be unable to come in person to their scheduled appointment, sessions may be rescheduled to a Televisit appointment. This must be requested at least one hour prior to a session's scheduled start time and is at the discretion of the therapist.

Tardiness and No-Show Policy:

Clients should make every attempt to arrive on time to their appointment. Clients who arrive 15 minutes after their scheduled appointment time may be asked to reschedule their appointment. Clients who are unable to attend their session must provide at least a 24-hour notice to cancel or reschedule their appointment. Missed appointments without this prior notice will be counted as a "no-show".

Please see all specifications of a no-show visit status below:

- We require greater than 24-hour advance notice for cancellations. Missed appointments with less than 24-hour notice will be counted as a "no-show". No-show appointments without prior notice or other contact from the client will result in all future appointments being cancelled.
- Those who are 15 minutes or more late for an appointment will be marked as a "no-show" and may be asked to reschedule that appointment.
- If we receive contact from a client explaining the inability to keep a standing appointment less than 24 hours prior, that appointment will be considered a "no-show", but future appointments will not be cancelled.

Two (2) "no-show" appointments (as stated above) within a 6-month period will result in dismissal from our practice and a referral to another practice to continue your care.

Please be aware that you may be charged a fee for a missed appointment.

Psychologist Specific Policies:

Intake appointments will be scheduled through our Referrals Specialist. All follow-up, assessment and feedback appointments will be scheduled by the Psychologist.

If you cannot attend your appointment with the Psychologist, we require 48 hours/2 business days advanced notice to avoid being charged a cancellation fee.

This policy will be applied in all circumstances unless prohibited by law or our agreement with your insurer.

Continuation of Services:

If an established client has not been seen for a visit for 6 consecutive months and would like to restart counseling services, the client will be considered a new client and will follow the new client policies set by Southern MED Counseling. This will require re-establishing care with a counselor. New client intake sessions are scheduled based on provider availability.

After-Hour Phone Services:

We provide an after-hours call service for our clients in the case of an emergency. If you are experiencing a NON life-threatening emergency and our office is closed, you may call our main phone number to be given the option to speak with our on-call counselor. If you experience a life-threatening emergency, please contact your nearest police department or emergency room.

School Excuses:

We adhere to local school district policies by only providing school excuses for children who have been seen in our office for that particular session. We do not provide excuses for missed or cancelled appointments. Also, we only write excuse notes for the time the client was in session. "All Day" excuse notes will not be written.

Release of Records:

A Records Request form must be completed to receive a copy of any client's records. This form may be obtained from our front desk staff. Please allow up to 30 days for records to be released and please note there may be a charge for this service. The release of protected health information is subject to all applicable federal and local privacy laws.

Private Insurance and Payment Responsibility:

Please ensure that we have an updated copy of your insurance card. We attempt to verify benefits on the day of your appointment as a courtesy to our clients, but please be aware that this does not guarantee payment by your insurance company. Insurance plans vary considerably, and we cannot predict or guarantee what part of our services will or will not be covered. We encourage you to refer to information from your insurance company or call them if you have questions about your coverage. If the client is NOT eligible on the date of service, you will be given the option of rescheduling the appointment or paying the self-pay rate. If insurance becomes eligible on a prior date of service, you are responsible for notifying us and a bill will be refiled to your insurance company. Ultimately, all charges are your responsibility.

Our clients are responsible for updating their insurance information with us. Inaccurate information given to our staff that results in denial or non-coverage by your insurance company will then result in the guarantor being responsible for payment.

If your insurance plan includes a co-payment, we require that you pay this fee at each appointment.

If you find yourself unable to pay your balance due to an unexpected financial problem, please contact our billing department for assistance on the management for your account.

Billing:

We accept cash, checks, and credit cards. Please note that a \$25.00 fee will be charged for all returned checks. Outstanding balances are due within 30 days of your statement unless prior arrangements have been made with our billing department. Overdue balances past 120 days will result in the client not being able to be seen at our office unless the balance is paid in full prior to their appointment.

Please call 803-520-9380 if you have a question about your bill. If you are having trouble paying your balance, please discuss the situation with us because satisfactory arrangements can almost always be made. Financial considerations should never prevent clients from receiving the care they need at the time they need it.

Psychological Services: Please note, with psychological evaluations and assessments, you may incur charges and co-payments for dates of service different than the dates the evaluations were administered. For example, charges related to scoring and interpreting test or assessment results, integrating other sources of data and report writing.

I have read and understand the policies and procedures:

Client Name

Client Date of Birth

Signature of client or responsible party

Date