

The logo for SouthernMED COUNSELING features the word "Southern" in a blue script font, "MED" in a bold green sans-serif font, and "COUNSELING" in a bold blue sans-serif font. A green swoosh underline is positioned above "MED" and "COUNSELING".

SouthernMED COUNSELING

POLICIES AND PROCEDURES

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. Any appointment that is a “no-show” will result in all future appointments being cancelled. Please see specifications of a “no-show” below:

- We require greater than 24-hour advance notice for cancellations. Missed appointments without prior notice or with less than 24-hour notice will be counted as a “no-show”
- Those who are 15 minutes or more late for an appointment may be asked to reschedule that appointment and it will be considered a “no-show”
- 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.

Should a client be unable to come in person to their session, we can reschedule sessions to our Televisitation. This must be done at least an hour prior to a session.

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

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.

Client Signature

Date