



Office Policies

Welcome new client! We are so happy you chose Preferred Counseling, P.A. for your counseling needs. We are providing you with a copy of our office policies and procedures which you may wish to note upon beginning treatment with us.

Our normal office hours are Monday-Thursday 8:30am-5:00pm. In case of after-hours emergencies, please go to the emergency room, call 911, or follow the emergency information on our office voice mail.

FOR THE SAFETY OF ALL, CHILDREN UNDER THE AGE OF 12 MUST BE ACCOMPANIED BY AND CLOSELY SUPERVISED BY A RESPONSIBLE PERSON (GENERALLY AN ADULT 18 OR OLDER) WHILE IN THE WAITING ROOM.

To maintain a relaxing environment for all our clients, we **discourage** cell phone usage in our waiting room and no cell phone usage in our counselors' offices. NO photography or video is allowed in waiting room or offices without therapist approval and appropriate forms signed. Also, please be aware that we cannot be responsible for items left in our office.

Our counselors and therapists are not medical doctors and cannot prescribe any medications at any time, for any reason.

Our financial policies were outlined for you in your new client paperwork. We recognize open communication regarding payment is essential in maintaining a healthy relationship between the office staff and our clients. Feel free to contact the Billing Administrator if you have any questions or concerns regarding your payments, insurance, or account.

Clients with insurance benefits will receive our best estimate for the client portion of the fee. Please remember that your insurance policy is a contract between you and your insurance company. We are not responsible for any errors, non-payments or adjustments that your insurance company may make. However, we are committed to doing what we can to correct any problem. Your insurance company may require authorization for services. In most cases we are able to get the authorization for you. Please be advised it is your responsibility to understand your policy and make sure your insurance company will pay for our sessions. You, the client, are ultimately responsible for any charges incurred in this office. All fees are due at time of service, unless other arrangements have been made in advance.

If a credit/debit card payment fails or a check is returned, or if debit/credit card with chip is found to be counterfeit the client's account will be charged a \$20.00 processing fee per occurrence; the responsible party will be contacted by phone and/or mail to rectify the situation.

Occasional telephone calls to your therapist at the office may be necessary at times. Most of our therapists are not licensed for technology, and therefore, cannot do counseling over the phone or internet. Frequent calls or calls longer than 10 minutes may be subject to a session being charged to your account. This fee is not covered by your insurance company. A technology session includes communication with a therapist with a technology assisted counseling specialty. It is billed in 15 minute increments at \$38.25 per increment.

Missed appointments or cancellations made with less than 24 hours notice will be subject to a "no show" charge of \$95. Your insurance provider will not cover cancellation fees. We may terminate our counseling relationship with clients having excessive "no shows" or late cancellations. Advance scheduling is offered as a convenience for clients seeking a special session time. Clients who "no show" for their appointment may have all remaining advance appointments cancelled. Future sessions shall not resume unless the client initiates contact and the "No Show" fees are paid. If you have not scheduled an appointment in four months, your chart will be closed. You may be placed on a waiting list if you decide to schedule an appointment again, depending upon the availability of your therapist.

All delinquent accounts (greater than 90 days) will be aggressively pursued by a collection agency unless payment arrangements have been made. Any collection or attorney fees incurred by Preferred Counseling, P.A. will be added to the clients account balance and due by you.

Preferred Counseling, P.A. will make an effort to remind you of your appointment via email. However, **it is your responsibility to make it to the appointment as scheduled whether contact has been made with you or not.**

In case of inclement weather, please notify the office if you are unable to attend your scheduled session. If our office does not close, and you do not show for your appointment, you may be charged a "No Show" fee. If Fort Smith Public Schools are cancelled, our office will be closed.

The client is responsible for notifying Preferred Counseling, P.A. as soon as possible of any address, phone number, or insurance changes.

Any overpayment of fees will be applied to your account for future payments. If you desire a refund, please contact our office to make arrangements. You will be provided with a receipt after each visit. This receipt may be used for any insurance or health savings account reimbursements. Clients may request a full explanation of their account at any time at no charge. To do so, please contact the Office Administrator.

(Policies subject to change without notice.)