



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-Friday 8:00am-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. Our counselors and therapists are not medical doctors and cannot prescribe any medications at any time, for any reason. Each therapist carries liability insurance and practices under his/her board-certified scope of practice. If you need additional information regarding your therapist, you may refer to the Preferred Counseling website or request the information from your therapist.

FOR THE SAFETY OF ALL, CHILDREN UNDER THE AGE OF 12 MUST BE ACCOMPANIED 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 financial policies were outlined for you in your new client paperwork. You are responsible for any charges incurred should you request any letter, documentation, or medical records. Records request require a minimum of 7 –20 business days after the **written request** is received. If you have an emergency need, we will try to accommodate. Records that are larger than 25 pages will have to be provided as paper copies due to electronic limitations in our office. 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. Preferred Counseling adheres to HIPAA guidelines to keep your records secure and confidential.

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 your 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, or services may be denied.

The client is responsible for notifying Preferred Counseling, P.A. as soon as possible of any address, phone number, or insurance changes. 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. All of our therapists have had training and/or certification for telehealth appointments, and are therefore, able to do counseling over the phone or internet. Telehealth includes communication with a therapist via a secure and encrypted platform such as WIRE or doxy.me. Frequent calls or calls longer than 16 minutes may be subject to a session being charged to your account. This fee is sometimes covered by your insurance company. If not, 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. Appointment reminders are sent via email, text, or phone call to client. 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 4 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.

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 virtual for weather, our office will be virtual.

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.)