

Light of The Rockies

Financial Policies



CANCELLATIONS

- Light of the Rockies Christian Counseling Center requires **24 hour notice** for a cancellation of an appointment unless there is a true emergency. Examples of true emergencies would include sudden onset of fever or stomach flu. If you need to cancel your appointment, we prefer as much advance notice as you can give us so that we can potentially make the appointment available for another client.
- Under certain circumstances (example: a sick child or a snow day) you may be able to have your appointment with your therapist via phone. Please contact our office manager if you wish to have a phone appointment.
- An appointment cancelled with less than 24 hours notice will be *charged at your regular rate*. Insurance cannot be billed for cancelled appointments, and clients will be responsible for paying the full fee for their missed session.

PAYMENTS

- Payment for your session is due at the time of service.
- Our counseling center prefers to take checks or cash. If necessary, we can also take credit cards (VISA and MasterCard). We can also receive your benefit credit card, so that you can pay for counseling services pre-tax through a plan provided by your employer.
- If you have made other payments arrangements with the Office Manager, we require that all bills be brought up to date by the last business day of the month.

INSURANCE

- As a courtesy to our clients, we are able to bill your insurance company for your counseling sessions. Please make sure that we have the following information: a photocopy of sides of your insurance card (which we can make at your first appointment), date of birth, and a phone number to contact you.
- If for some reason your insurance does not pay (you may have a deductible due before benefits can be obtained), you will be responsible for the full amount owed.
- If you are a new client and we are checking your benefits we will ask you to make full payment for the first session. If your insurance allows for a co-pay, we will apply that first session's payment to the co-pay due. If you ever over-pay, a refund will be available to you.
- If you wish to use your insurance for counseling, it is important that you contact your insurance company to determine your mental health benefits. Your therapist may be an out of network provider, and that may affect your insurance benefits.
- If your health insurance requires pre-authorization, it is your responsibility to obtain this authorization code within two business days of your initial session. If this code is not obtained, you will be responsible for any fees not paid by your insurance company.

CLOSING

- For record keeping purposes, if you have not been seen for a counseling session within a two month period, we will consider your file closed.
- You are always welcome to return to counseling at anytime, and we will re-open your file at that time.

I have read and understand the financial policies of Light of the Rockies Christian Counseling Center.

Signature _____

Date _____

Signature _____

Date _____

Therapist _____

Date _____