**Debora J. Hayden, MSW**

Licensed Clinical Social Worker

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Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Office Policies**

Welcome! I look forward to moving through this journey with you. Individual, family, and marital/couples therapy is provided during a traditional therapeutic hour (45-55 minutes). I endeavor to begin and end each session on time. Your appointment time has been set aside specifically for you and it is important that we both honor the commitment. Please indicate your arrival by ringing the bell next to the inner office door.

It is best to meet weekly for the first several sessions as it allows us to know each other better and best determine what works for you. Sessions can then be stretched to two weeks or so. If you are experiencing a crisis it may be important to meet more than once in the same week.

If you find it necessary to cancel a scheduled appointment 24 hour notice is requested. You may contact me by phone, text message, e-mail or through **Patient Ally**, an on-line scheduling resource you will have access to as a patient of mine. Sometime after our first appointment you will receive a security code by email and asked to go to [www.patientally.com](http://www.patientally.com). Just follow the prompts to set up your account and see my calendar. You may also utilize Patient Ally to securely communicate with me between appointments. When less than 24 hour notice is given, you will be responsible for the missed appointment fee as these fees are not covered by insurance companies. The charge for a “late cancel” or “no show” is $65.

Payment is expected at the time of the appointment. If you are utilizing insurance benefits, I will submit the claims after each appointment. The amount you owe of the billed charge is determined by your insurance plan. You may pay your copay, coinsurance or deductible by cash, check, or credit/debit card.

Outstanding balances will be billed near the first of each month. You are responsible for paying the balance due by the end of the month unless you have made other payment arrangements with me. If after 90 days of inactivity you have not made a good faith effort to satisfy the outstanding balance you account may be turned over to a collection agency. In the event this occurs you will be sent a final bill informing you an additional 30% recovery fee will be added to the current balance due.

***Please note: You are responsible for the total bill. Any disputes regarding payment received from your insurance company is your responsibility to resolve. Any amount disputed by the insurance company will need to be paid by you. If your insurance company sends a payment at a later date you will be reimbursed.***

Sometimes there are services not covered through insurance plans. Report preparations (letters on your behalf, completing disability paperwork), consultations with third parties (i.e. school personnel, psychiatrist, medical doctor or other therapist), or work outside the office (i.e. school meetings or court appearances) are billed at $140 per hour and prorated in 15 minute increments. If your record is requested by an outside entity, you will be charged a handling fee of $28.85 plus $.57 for each page copied.

Marital/Couples Therapy is only billed as Private Pay. Insurance companies require a mental health diagnosis be given to an identified patient and may determine the length and course of treatment. Marital sessions often require more time than the traditional therapeutic hour and are not focused on an individual’s psychopathology, but rather on the relationship. This arrangement provides greater treatment flexibility. The fee for this service is $125 per session.

I have read/reviewed the above information: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_