

**Heart to Heart Counseling Services, LLC**

**Office policies**

Please read and initial each line and sign at the bottom:

Welcome and I appreciate the opportunity to assist with your needs and concerns. Our goal is to provide you with the best care available in a professional manner. Like any business, we have office policies that we must adhere to so that we can operate in a manner that will benefit our relationship. We will define these policies below.

\_\_\_\_\_ 1. We will obtain authorization for services with your insurance company. However, authorization does not guarantee payment. Insurance claims that are denied and/or not paid within 60 days become sole responsibility of the patient.

\_\_\_\_\_ 2. I understand that my insurance company will need certain information to process the claim, I release Heart to Heart Counseling Services, LLC and associated providers and office staff to receive from and release to information necessary for the processing of my insurance claim.

\_\_\_\_\_ 3. I authorize credit card/debit card transactions to be signed for and billed for at the time of my appointment.

\_\_\_\_\_ 4. Your appointment time has been reserved specifically for you. We must have a 48-hour notice should you be unable to come to your appointment. Failure to cancel within 48 hours will result in a 75 charge to your account that must be paid prior to scheduling another appointment. If there are 2 late cancels or no shows, you will be referred to another counseling practice.

\_\_\_\_\_ 5. Return checks, stop payments, and credit card charge backs will incur a fee of \$45.00 added to your account. This must be paid prior to scheduling future appointments.

\_\_\_\_\_ 6. Should therapist have to testify in court due to a subpoena (usually only in the case of a custody dispute), regardless of which party is responsible for the subpoena a fee of \$750.00 is due 72 hours in advance of a court appearance. The sum covers one half day up to 4 hours of time. Should the provider present at court and the hearing is continued to another date, I understand paid fees will be retained. If the provider is asked to return to court to testify later, then an additional \$750 is due in advance of the new court date.

\_\_\_\_\_ 7. Heart to Heart Counseling does not provide 24-hour services or emergency services. If you have a mental health emergency, please call 911 or go to your nearest emergency room.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
If minor, Parent/Guardian Signature

\_\_\_\_\_  
Date