



GENERAL OFFICE POLICIES – PATIENT COPY

Financial Policies and Cost of Services

Most insurance companies reimburse a portion of the cost of services. We will assist you as best we can to determine your copay, deductible, or coinsurance amounts and we will automatically file your claim. Please note, however, that you are responsible for verifying your insurance benefit, providing any required background or other information to the company prior to payment, and arranging for initial preauthorization of care if required. Ultimately, you are responsible for your bill, not your insurance company.

All copay, coinsurance, and deductible amounts are due at the time services are delivered.

Records Release, Preparation of Letters or Reports, Non-Emergent Telephone Calls and other Incidental Activities

In recent years, health care companies have reduced reimbursement rates and limited coverage to face-to-face contact only. Records releases, reports, letters, disability certifications, telephone calls, and many other necessary activities are not covered by your insurance. Charges for these services are calculated based on the time required to complete the activity and will be discussed with you.

Cancellation, No Show & Late Policy

A minimum of 24 HOURS NOTICE IS REQUIRED FOR CANCELLATION OF APPOINTMENTS. If this notice is not received or if the patient fails to show for the appointment, the Responsible Party will be charged \$50 for traditional 'appointment hour' appointments (45-minute session). Missed appointment fees are due immediately. Insurance will not be charged for missed appointment fees. **Your appointment will be considered to have been missed if you arrive more than 15 minutes late.** The late policy will not apply in instances of emergency, such as sudden illness, accident, or severe weather-related travel problem.

Visions Solutions Counseling Services does not make reminder calls for return appointments.