

Lora Hoffstetter and Counseling Associates, LLC

BILLING / FINANCIAL POLICIES

Welcome to Lora Hoffstetter and Counseling Associates, LLC. We are dedicated to providing you with the best possible care and service. We regard your understanding of our financial policies as an essential element of your care. This information was designed to provide our clients with a detailed explanation of our financial policies.

Insurance Coverage- All clients are ultimately responsible for their own bill and a clear understanding of their insurance policy. Clients who have health care coverage are responsible for providing the office with complete and accurate information regarding their insurance. It is the client's responsibility, not Lora Hoffstetter and Counseling Associates, LLC to understand the terms of their insurance coverage. This includes but is not limited to: knowing what services are covered, that their provider is in network, their deductible, co-payment, co-insurance (if applicable), and obtaining required referrals. Clients remain primarily liable for payment of all behavioral services which are not covered by their insurance.

Self-Pay clients- Clients without health coverage are expected to pay their bill in full at time of service. For your convenience, we accept Visa, MasterCard, and Discover. We also accept checks and cash.

Co-Pays- Any co-payments required by your insurance company are due at the time of service. We are required by the insurance companies to collect co-pays at the time of the visit. We advise clients of this at the time the appointment is made and when confirming the appointment. We may need to reschedule your appointment if you do not have the co-pay at the time of your visit.

Notice of Balance on Account- In an effort to reduce the cost of mailing billing statements we will notify you of your balance due at time of service. This is only a notification of the balance on your account. It gives you the opportunity to pay on the account while you are in the office. Balances over \$50.00 must be paid in full prior to your session or we will need to reschedule.

Medicare/Medicaid Policy- Lora Hoffstetter and Counseling Associates, LLC does not accept any Medicare or Medicaid products.

Minor Clients- It is strongly recommended that the minor's responsible party attend the initial appointment without the minor present. If this is not possible the adult accompanying the minor is responsible for seeing that our policies are met. All minors are advised to bring their copay to their appointment. If not they need to reschedule and will be charged \$50.00 cancellation fee.

Missed Appointments- We understand that occasionally a client may run into a situation where they cannot make their appointment. We ask that you call to cancel your appointment at least 24 hours in advance, which allows us the ability to use that time for another client. Failure to call and cancel your appointment within 24 hours will result in a cancellation charge of \$75.00. If there are subsequent missed appointments, you may lose your ability to schedule future appointments or will be referred to another facility.

(OVER)

Fees and Services Provided- Charges for services provided are subject to change without notice. Each client's insurance coverage and financial situation is different. If a client has a concern regarding what our charge for a service is, it is their responsibility to ask prior to the service being performed. We are more than happy to provide you with our office Fee Schedule. This includes services such as: mental health assessments, treatment summaries, report writing, lengthy telephone calls that are more than 15min in length, and legal proceedings.

Completion of forms- The therapists are often asked to complete a variety of forms outside of their visit. Completing a form requires time from the therapists' day to review the chart and complete the forms accurately. Therefore, we do charge a nominal fee for this service. The fee can range from \$10.00-\$25.00 depending on the forms, which must be paid prior to the forms being filled out.

Medical Records Fee-We are willing to assist clients who require copies of their records. Due to the time and printing involved, we can offer .50 cents per page. If additional copies of the record are requested there will be a fee of \$15.00 per request. (Fee is subject to change)

Billing Questions- Any questions regarding billing must be directed to the front desk. Please do not ask your therapist/ psychiatrist regarding the billing of your services.

Child Custody- The parent or legal guardian that presents the minor for care and authorizes treatment will be the one who receives the bill for services provided and is responsible to see that the balance is paid.

Check Returned for Insufficient Funds- There is a \$20.00 fee for checks returned for insufficient funds.

Referrals- If your insurance policy requires a referral, the client is responsible to see that a referral is obtained and provide that referral to our office. If authorization is not provided, you will be asked to either reschedule your appointment or pay for your visit at the time of service.

Nonparticipating Insurance Plans- If LHCA does not have an existing contract with your insurance plan you will be responsible for the full billed amount.

Balance Due- If the balance remains unpaid your account will be charged interest after 30 days and may be reported to a collection agency. You will be responsible for collection costs which are incurred. If your account is at a collection status we will need the balance paid in full prior to any future visit. Failure to pay your balance will result in any future appointments being cancelled. Further appointments will not be scheduled until account your is paid in full.

Client/Guardian Signature

Date