

# Door of Hope Counseling Center

## FINANCIAL POLICY AND MISSED APPOINTMENT POLICY

Welcome to Door of Hope Counseling Center. Please read over our Financial and Missed Appointment Policy. If you have questions, feel free to ask the Door of Hope Counseling Center staff.

### FINANCIAL POLICY

**Fees.** Counseling sessions are 45 minutes long. The fee for a 45-minute session, either face-to-face or by phone, is **\$100**. A first-time patient may be charged 50% of Session Fee by credit card to hold their appointment time. This fee is non-refundable but it is deducted from your first visit. Payment is collected at the first of the session. We also ask you to place a credit card on file for future billing. For those whose income cannot support this fee a sliding fee scale is available for review.

**Charges.** Occasionally there are extra charges or other altered charges, but in your case the fee for a 45-minute session will be determined at your first session.

**Insurance Patients.** If you have health insurance, you will need to call Peace of Mind Billing (770-864-5937) Monday – Thursday from 1pm-3pm to verify your insurance benefits. We will then file your insurance for you. If your insurance covers a portion of your therapy, we will wait up to 90 days for your insurance to pay their portion. You will, however, be responsible for your deductible and co-pay or co-insurance. That portion of your care will be due at the time of your appointment. You will be responsible for all charges not covered by your insurance company.

**Self-Pay Patients.** Patients without insurance, with high deductibles, or who choose not to use their insurance are responsible for the cost of care. Payment is expected at the time of service.

**Methods of Payment.** Door of Hope Counseling accepts cash, checks, and major credit cards.

**Payment in Advance.** If your therapist suggests more than 10 visits, you may pay for them in advance and receive a discount of 15%. Payment for multiple visits must be made by the third visit.

### MISSED APPOINTMENT POLICY

Twenty-four hour notice is required for the cancellation of an appointment. Appointments canceled with less than 24 hours notice will be charged \$25.00. Appointments missed because of inclement weather will not be charged. The charge will be applied to your credit card on file.

**I have read and agree to the above conditions.**

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