# Office & Financial Policy

The following describes Clinical Care Consultants ("CCC") financial policies. Clients agree to be financially liable for the services.

When scheduling appointments, all clients must provide complete and accurate insurance information. For first appointments, clients will need to present a physical copy of their insurance card and photo ID. CCC is not responsible for obtaining authorizations for visits. Verification of insurance benefits is an estimate, not a guarantee of benefits. The client agrees to be responsible for paying the difference between initial verification information and actual insurance company payments.

CCC clients are responsible for any copay/coinsurance and/or any unmet deductible and is payable at the time of service. Although CCC submits claims to the named insurance company, CCC does not take responsibility for incorrect or outdated information supplied to CCC. As a courtesy, we will file insurance claims for you if we have accurate and complete insurance information. CCC is not responsible for filing secondary claims.

Clients without active insurance or self-pay clients are responsible for any and all charges at the time services are rendered. Any balances from prior dates of service are to be paid in full at the time of service in addition to the current visit payment.

****Appointments must be canceled prior to 24 hours of their scheduled time. There will be a charge of $125 for all appointments not canceled with at least 24 hours' prior notice.**
*****Also, group sessions must be canceled prior to 24 hours of their scheduled time. There will be a charge of $40 for all group sessions not canceled with at least 24 hours' prior notice.**

**FEES FOR NON-COUNSELING SERVICES**

**Requests for Reports**
CCC therapists charge $175.00 an hour for most administrative, letter writing, report writing activities, etc. which can be prorated to a minimum of 15 minutes ($43.75).

**Record Copying**
A fee of $25.00 will be charged for copying medical records up to 50 pages. Beyond 50 pages, a fee of $0.25 per page and $35.00 an hour, as well as postage fees will be charged to the client.

**FMLA and Disability Paperwork**
Requests to complete FMLA or disability paperwork require at least six-weeks advance notice and will be charged the hourly rate of $175.00 to complete.

**Out of Office Activities**
Out of the office activities, which include but are not limited to educational meetings, clinical staffing's, court appearances, etc. are billed at $175.00 per hour including preparation time, which can be prorated.

**Travel Time**
Travel time to and from any such event is billed at $87.50 an hour, which can be prorated.

**Phone Calls**
Any phone call under 10 minutes will not result in a service fee. Charges for calls lasting longer than 10 minutes will be billed at $175.00 an hour, which can be prorated. This does not apply to calls made for consultation with other healthcare professionals for routine clinical purposes.

**I have read and understand the above office policies.**

_____ _____

Clients/Representative Print | Clients/Representative Signature

_____ _____

Witness Signature | Date