

## OFFICE POLICIES

Making a therapy appointment often comes at a time of stress or crisis. It can be difficult to keep track of detailed information. With this in mind, please consider the following regarding services.

Read this sheet and sign the acknowledgement on the Consent for Treatment that you have read it. Ask for clarification if anything is unclear.

### Office Hours and Appointments

Therapy sessions are scheduled weekly and typically last 45 to 60 minutes. Our office hours are set by appointment only. You and your therapist will set up times, dates, etc. when you meet.

### Missed Appointment

Twenty-four hour notice is required for re-scheduling appointments. The charge is \$90 for a missed appointment with less than 24 hours' notice of cancellation. Insurance does not reimburse for missed appointments and the client is responsible for payment. If your therapist is ill or unable to attend due to an emergency, you will be notified as soon as your therapist becomes aware of the situation. In order for treatment to be effective consistent attendance is required. If attendance becomes problematic, your therapist will discuss this in an effort to resolve the issue. Unresolved attendance issues may result in termination of services.

### Health Insurance

The St. Louis Center for Family Development is a provider for many insurance companies. If you plan on using your insurance, please contact the number on the back of your card (for mental health or member services) for your plan benefits. We will also verify insurance coverage and can discuss the details with you, so you are aware of your deductible, co-pays, insurance plan, and coverage. Ultimately it is the responsibility of the client to be aware of their own insurance policy and coverage, including deductible, and co-pays for services.

### Cost of Services

Services are either self-pay or billed through insurance. The client is responsible for payment in accordance with their insurance benefits and coverage. We ask that you keep our billing office personnel informed of changes in your benefits. Payment for sessions is due at the time of service. We are able to accept cash, check, and credit card.

### Services Offered

An assessment is conducted by the therapist to gain an understanding of the clients' goals, needs, safety concerns, and priorities. We use a collaborative approach to make the therapy process one that will help clients meet their goals. We provide an array of mental health services including Dialectical Behavior Therapy (DBT), Trauma Focused-Cognitive Behavior Therapy (TF-CBT), Prolonged Exposure (PE), and other evidence based treatments.

### Termination of Services

Therapy is naturally concluded when clients meet the goals they identified in the assessment process. Therapy can also end when concerns for safety take priority. Therapy can also end when the participant's attendance issues are unresolved or they become unavailable for services.