



OFFICE PROCEDURES

1. The office is open Monday through Friday 9:00 am. – 8:00 pm.
2. The initial interview charge is \$150.00 a professional hour (60 minutes). Individual psychotherapy sessions are \$110.00 (60 minutes).
3. We require your payment at the time of service. We accept check, cash, credit cards, and PayPal for payments; however, there is a \$10.00 minimum when charging. There is a \$30 fee for all returned checks.
4. We complete and file all insurance claims for primary insurance. While we extend this service as a courtesy, you are ultimately responsible for the account. It is your responsibility to pay any deductible amount, co-pays, co-insurance amount or any other balance not paid by your insurance the day and time service was provided. In the event of specific custody regarding minor children, the individual signing this Office Procedure is ultimately responsible for the account.
5. If you need to contact the practice after hours, please call 216-533-4966. We will return you calls as soon as possible. However, in the case of an emergency, call 911 or go to the nearest emergency room.
6. We require 24 hours' notice if you must cancel or reschedule an appointment. Cancellations that occur less than 24 hours of the appointment time may be charged a \$50.00 Late Cancel Fee. This charge is not covered by insurance and will need to be paid prior to your next appointment.
7. It is the responsibility of the client, or client's parent/guardian to keep the office updated with correct insurance information. Failure to do so could result in the client, or client's parent/guardian, being totally financially responsible for all services provided.

Client/Guardian Signature _____ Date _____