

Amy Kline Counseling

Practice Policies

Fees and Insurance Information

All counseling sessions are 60 minutes. The fee per session is \$135. At this time, I am currently in network with BCBS, Cigna, Aetna and United/Optum insurance plans. As a courtesy to you, I will file claims for your sessions electronically; however, payment of all applicable co-pays, co-insurances and deductibles are required at the time of service. I will not be able to file claims with your insurance company unless you provide complete and accurate information about your insurance. It is your responsibility to ensure that I have the correct information and that you promptly inform me of any changes in your coverage. If, for any reason, your insurance company does not reimburse Amy Kline Counseling for services rendered, you will be responsible for those charges. Attempts to collect this balance will be made for 30-90 days past due. Any balances that age past 90 days will be transferred to a collection agency.

Payment Information

All co-pays, co-insurances and deductible payments will be processed through Stripe, a secure, online payment platform that stores debit and/or credit card information. At the time of your visit, the amount you owe will be automatically deducted, so there will be no need for you to present a card to be swiped. At your first visit, please present the debit or credit card that you wish to be stored for payment purposes. Checks and cash are also accepted at the time of service.

Email Communication

Email communication is to be utilized for appointment requests, scheduling issues and cancellation of appointments only. Therapeutic issues will not be discussed over email since confidentiality cannot be guaranteed. If you send me an email that contains questions or concerns regarding therapeutic issues, I will only respond by reminding you of this policy.

Urgent/Emergency Contact

If you are experiencing a crisis and need immediate attention, please call 911. I am available by phone for non-life threatening emergencies, but I cannot guarantee a quick response.

Inclement Weather

In the event of inclement weather, I will post updates about appointment cancellations on the practice Facebook page, “Amy Kline Counseling”. This update will be posted by 7:30 am on the day that there is inclement weather. If you do not have Facebook, you are welcome to contact me by email or phone for information about cancellations.

No-shows, late cancellations

All cancellations need to be made by phone or email more than 24 hours prior to your appointment time. If an appointment is missed or cancelled without 24 hours notice, a fee of \$100 will be assessed and deducted from the card that has been stored in the system. Additionally, if you are more than 15 minutes late for your appointment, you will have to be re-scheduled and the late cancellation fee will be assessed.

Boundaries

In order to protect our therapeutic relationship, it is important for it to not be confused with a personal relationship. In non-therapeutic settings such as stores, restaurants or other settings, I will not be able to discuss counseling issues with you. Also know that I cannot accept invitations to connect on any social media platforms.

**BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ,
UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS
DOCUMENT:**

Name of Client

Signature of Client

