

Amber Lassally, LCSW-C, LLC
1298 Bay Dale Drive, Suite 211, Arnold, MD 21012
Phone: 410-919-4904 x.1
www.amberlassally.com

PRACTICE POLICIES

1. APPOINTMENTS AND CANCELLATIONS

- If you do not show up for your scheduled therapy appointment, without notifying me **AT LEAST 24 HOURS IN ADVANCE** you will be auto-charged a \$85 cancellation fee with the credit/debit card you have on file. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. Some exceptions may be considered for emergency and weather-related cancellations
- The standard meeting time for psychotherapy is 50 minutes for individual or family counseling, and 60 minutes for group counseling. Please keep this in mind during your session so we can make the most of your time.

1. INSURANCE POLICY

I am an out of network provider. While I do not participate with insurance companies, if you are allowed to see an out-of-network provider, you may receive reimbursement from your insurance company. It is your responsibility to check with your insurance company about your benefits and to notify me if any treatment plans are required. Treatment plans will be completed at no cost to you, if your insurance company requires one. If you seek insurance reimbursement your diagnosis and treatment plan become part of your medical record. Some people choose not to seek reimbursement as it may negatively affect security clearances and life insurance policies. Upon receipt of payment, you will receive a receipt of payment via email in a manner that your insurance company will accept if you do choose to seek reimbursement.

- 2. TELEPHONE ACCESSIBILITY** If you need to contact me between sessions, please leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 24 business hours. If a true emergency situation arises, please call 911 or any local emergency room.

- 3. SOCIAL MEDIA AND TELECOMMUNICATION** Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social

networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

4. **ELECTRONIC COMMUNICATION** I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.
5. **MINORS** If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.
6. **TERMINATION**
 - Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.
 - Should you fail to schedule an appointment for four consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

FINANCIAL POLICY

PAYMENT

1. Fees for sessions are as follows:

- Individual Counseling- \$125 per 50 minute session (also applies to initial intake session)

- Family Counseling- \$140 per 60 minute session
2. Payment for sessions is required at the time that services are provided if paying by cash or check. Credit/debit cards (Visa, Mastercard, American Express, Discover) are also accepted as a form of payment. Your credit/debit card will be stored for future services using my secure merchant. After each session, I will manually charge your stored credit/debit card at the end of that business day if your session has not been paid for previously. Upon receipt of payment, you will receive a receipt of payment via email.
 3. The Client Portal includes a Credit Card Information Form to fill out before your first appointment for your convenience. If you choose not to use the form on the Client Portal, you must complete the payment portion of the Financial Policy form at your first appointment order to manually process your credit card with the secure merchant.

*****BY SIGNING THIS FORM YOU GIVE ME PERMISSION TO CHARGE YOUR CREDIT CARD AFTER EACH UNPAID SESSION*****

4. Returned checks will be subject to a \$30 return check fee which will be added to your balance and must be paid before your next session.
5. If your credit/debit card is declined a bill will be emailed or mailed to the address you provide (unless you direct otherwise). Payment of all services is expected within 30 days of the date the services are provided. This bill must be paid before your next session.
6. If you do not have a future session, your balance is due within 30 days. A finance charge of 1.5% per month (an annual percentage rate of 18%) may be added to any past due balance accrued. Accounts with balances more than 3 months old may be referred to collections for processing. If your account goes to collections, you will be responsible for the 30-35% collection charges incurred by the collection agency in collecting this debt. This 30-35% will be added to your bill balance.