

# FAQ

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## ***Do you accept insurance?***

No, since we specialize in relationship issues, such as premarital counseling, sex therapy, marital counseling and divorce mediation, most insurance companies do not cover these services.

Many of our clients seeking treatment have not met their insurance deductible and end up paying out of pocket. Also, we have different levels of counselors and therapist that have rates close to many insurance companies' specialists co-pay.

## ***What are your rates?***

The cost for therapy depends on the type services rendered and the experience of the therapist.

- Sessions with a Resident:
  - \$100 for the initial assessment for couples and individuals
  - Follow up for couples and individuals are \$60
- Sessions with a Licensed Level Therapist:
  - \$120 for the initial assessment for couples and individuals
  - Follow up for couples is \$100
    - \$90 for individuals
- Sessions with a Doctorate level therapist:
  - \$150 for the initial assessment for couples
    - \$125 for individuals
  - Follow up for couples is \$110
    - \$105 for individuals
  - \*Sex therapy is \$120 per session
  - \*Divorce mediation is \$250 per session

## ***Can I pre-pay?***

Yes. Clients receive a \$5 discount when they pre-pay using the PayPal link on the website.

## ***Do you have a sliding scale?***

No. Our Residents provide a great value for clients that need lower. Clients receive a bonus when they receive their services. They have the benefit of the latest research plus the experience from the supervisor.

## ***What is a Resident?***

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A Resident has completed their master's degree and board exam. They are under the direct supervision of a senior therapist while they complete their requirements for licensure of 2000 hours working with clients.

## ***How long is each session?***

Each session is 45 to 50 minutes long. Sometimes the therapist may recommend a double or extended session. The rates will be prorated accordingly.

## ***Are you accepting new clients and do you have any opening?***

You can view each therapist's calendar and register for an appointment online at [www.familyroomservices.com](http://www.familyroomservices.com). You can view, cancel, and reschedule your appointments there.

(Offer to make the appointment for the client if you're near a computer. Email them a confirmation.)

## ***How much time do I need to cancel my appointment?***

We understand your time is very important to you and to us. Therefore your appointment slot is specifically reserved for you and cannot be reassigned to anyone else unless you cancel. Please cancel at least one day before your scheduled appointment. We understand emergency happen. So if you miss your appointment or are unable to cancel the day before your appointment, the no-show fee covers your reserved time slot. The no-show fee will equal to the cost of your session. You will receive an invoice for the no-show fee unless you have made other arrangements.

## ***How many sessions will it take?***

Therapy is like working out in a gym; the more you put into it, the faster you see results. Every client situation is unique and different. Our therapists will provide you with an individual assessment and prognosis.