



T A H O E
YOUTH & FAMILY
S E R V I C E S

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July 12th 2017

NOTICE OF POLICY & PROCEDURAL UPDATES:
CLIENT FEES and DOCUMENTATION REQUESTS

Valued Community Members,

As of August 1st, 2017, Tahoe Youth & Family Services (TYFS) will implement the below changes to our client fees and protocols for documentation requests:

- Private Pay (those paying out of pocket or without the use of insurance) will be \$75 per hour. Current clients receiving services under private pay will be grandfathered in and will remain at the previous rate during the completion of their services.
- Clients are responsible for any No Call/No Show (non-appearance or no cancelation for a standing/scheduled appointment) and Late Cancellation (cancellation within 24-hours of a standing/scheduled appointment) fees incurred at both South Lake Tahoe and Gardnerville counseling offices. Funding sources and insurances will not cover these fees. All TYFS Intake packets contain the No Show/ Late Cancellation Policy Agreement.
- Client requests for documentation and release of confidential information (including but not limited to letter verifying services, treatment summaries, copies of client file excluding any material belonging to the clinician as supported by HIPAA laws) from TYFS staff requires the following:
 - o Written request from the client and/or legal guardian specifying the type of request (examples stated above), dated and signed as well as an accompanying release of information if distributed to a third party (ex. lawyer, probation).
 - o Fee for administrative services of \$25 per hour will charged to the client for these services stated above.

For additional information, please contact us at any of our counseling offices at:
South Lake Tahoe, CA – (530) 541-2445 or Gardnerville, NV – (775) 782-4202

Kindest Regards,


Christopher Croft, Executive Director
Tahoe Youth & Family Services
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