

**Healing & Refuge Centre', LLC  
E. LaMonica Williams, MSW, LCSW  
250. N. Rock Rd. Suite 300F  
Wichita, Ks**

**PSYCHOTHERAPY PRACTICE POLICIES:**

**PAYMENT POLICIES**

Payment is due at the time of service. Make checks payable to "E. LaMonica Williams" No balances will be carried over from month to month. This is a common business practice and it keeps everyone on good terms. I accept cash, and personal checks.

You are responsible for any charges that insurance companies do not pay. I recommend that you become familiar with your health care coverage and it's limitations before you start treatment.

I expect you to keep track of what your insurance pays and what your co-pay is each session. That way you will not run up a balance. My Rate is \$120.00 per session I charge \$150.00 for the first evaluation session.

**OFFICE HOURS**

All appointments are prescheduled with E. LaMonica Williams.

**CANCELLATIONS/MISSED APPOINTMENTS**

Cancellations (with less than 24 hours notice) and missed appointments will be billed at \$60.00 (Acts of nature, accidents, and hospitalizations will be forgiven). Your insurance company will not pay for missed appointments.

**BILLING:**

My billing service will bill your insurance company for you and send you a monthly bill. You are responsible for any charges not covered by insurance. My billing service is aware of privacy laws and will only release a diagnosis, your address, phone number, insurance information from your card, dates of service and type of service provided, to your insurance company. All information is kept confidential.

**INSURANCE PAYMENTS:**

Insurance companies pay me directly after the claim is processed. Insurance companies do not guarantee that they will pay for services. These decisions are made after the claims are sent and processed. Insurance companies pay for diagnosable conditions that they call of "medical necessity". They can deny payment for many reasons. You can appeal any denial using the insurance company's appeal process.

Your insurance company sends you an explanation of benefits (EOB) when they pay me or pay you. Insurance companies make many mistakes (over 30% of the time) and if your EOB looks incorrect, call your insurance company and find out what the problem may be.

**PRIVACY AND RELEASE OF INFORMATION:**

All claims sent to an insurance company require a diagnosis. Signing the insurance form gives me permission to give your insurance company a diagnosis. HMO plans require that I fill out a treatment plan or talk to a case manager. I can provide you with a copy of the form that I send to them. Your diagnosis may be sent to the Medical Information Data Bank (by the insurance companies) to which all insurance companies have access. Some mental health diagnosis may limit future insurance options such as long term disability applications.

I cannot guarantee your privacy when I submit a claim to health insurance companies. Once I release information to them it is handled according to their privacy policies.

### **CONFIDENTIALITY:**

Your records and time spent with me is considered confidential. That means that I have possession of your records and cannot release any information about you without your written permission.

All confidentiality policies are listed on the HIPAA form that you sign with your paperwork. You can have a copy of the HIPAA form for your records.

### **RECORDS:**

I keep a file on every client. I am not allowed to destroy medical records for up to 10 years. I keep current client files in my office in a locked cabinet. No one but me has access to the cabinet. After treatment is completed, I store them outside the office. After 10 years I shred charts with a bonded shredding service. Credit card receipts will be shredded at the end of each calendar year or at termination of treatment.

### **EMERGENCIES:**

Clinical Social Work is not a medical practice. I can assist you in all kinds of life issues.

You are responsible for your life and responsible for your therapy. My role is to provide support, information, an objective perspective, and hope for a better life. I will do what I can to help you achieve your goals.

I cannot, however, be responsible for your day-to-day functioning on a 24 hour basis. If 24 hour care is needed, there are resources that can get you through a crisis such as emergency rooms, crisis lines, day hospital programs, hospitals, family supervision, group homes, etc.

I provide an emergency phone number to call on my voice mail if you have an emergency.

### **MY AVAILIABILITY:**

I am available during office hours for crisis intervention, assistance, and counseling sessions. Evenings and weekends are reserved for me to rejuvenate myself. Studies show that therapists function better for their clients when they live a balanced life, have time away from work, develop self awareness, and have support from colleagues, friends, and family.

I also want to let you know that I travel professionally throughout the year and may be unavailable at times. I will leave a name and number of someone to cover for me on my voice mail.

Let's discuss what your needs are and make a plan that fits you if an emergency arises.