WHITE OAK Counseling and Recovery
4695 N M37 Hwy, Suite A, Middleville, MI 49333
phone: 269-205-2402 ◆ fax: 269-205-2728
e-mail: info@wocounseling-recovery.com ◆ website: wocounseling-recovery.com

CONSENT FOR SERVICES AND FEE AGREEMENT

To acquaint you further with the procedures and policies of our practice, we are providing you with the following information. Please sign at the bottom of this form indicating your acceptance of the following terms for client name: _____.

Office Hours: Our normal business hours are Monday and Thursday, 9:00am–5:00pm. You may leave a message via voicemail or email (*admin@wocounseling-recovery.com*). We will make every effort to return your call as soon as possible.

Appointment/Missed Appointments: Services are by appointment only by calling our office at (269)205-2402. To cancel an appointment, please **call** the office as soon as possible. **Appointments cancelled with less than 24 hour notice may be billed to you.** If you miss an appointment without notifying us, you will be charged a $25 fee. Please note that insurance companies **do not** cover missed appointments.

Confidentiality: Your trust in us is extremely important. Your client records are our personal property and shall be treated as highly confidential. Please note that all client charts are kept for seven years following your closing date from counseling, which after that time records will be destroyed. All information shared in sessions is confidential, except in circumstances governed by the laws, including the mandatory reporting of alleged harm to self or others. If we believe a consultation with another professional is important for your care, your confidentiality is protected under the "Privacy Practices" mandated by HIPAA (Health Insurance Portability and Accountability Act of 1996).

Emergencies: In case of a **true** emergency/crisis situation, please call 911 and/or go to the emergency room of a local hospital.

Financial Responsibility: Presently the fees may vary for our counseling services; we will discuss the fee structure with you before your counseling session. Extended phone calls, letters or written documents may be charged as a separate fee.

At the time of your initial appointment, please be prepared to provide us with your insurance card(s) – both primary and secondary if applicable. You are fully responsible for payment of all balances not covered by your insurance company. As a courtesy to you, we will verify your mental health benefits and bill your insurance company. If we participate with your insurance plan, contracted insurance rates should apply. In the event of any insurance changes, please notify us via phone at (269)205-2402 or email *admin@wocounseling-recovery.com* within 24 hours of your next scheduled appointment so that your new insurance benefits can be verified and our system updated before your appointment time. Failure to follow this policy may result in a postponement of services. We accept cash, check, and credit cards. **Please make all checks payable to White Oak Counseling and Recovery.** Upon review, a service charge of $5.00 per month may be added to all unpaid balances over 30 days.

_____ Initial I understand that I am responsible to pay my insurance co-pay for counseling on the same day as the counseling session is given. If co-pay payment is not received within 30 days, White Oak Counseling will bill my credit card on file, or if no credit card is on file, my account will be turned over to collections.

We will be happy to answer any questions you may have concerning our policies. We are looking forward to serving you.

_____ _____
Client Signature Date

_____ _____
Signature of Person responsible for payment (If other than client) Phone number