

## **IMPORTANT INFORMATION**

### **Returning Phone Call Regarding Clinical Issues:**

All voicemail's are checked several times a day for messages. Calls received before 4:00pm will be returned within that day. Calls received after 4:00pm will be returned the next day before 12:00pm.

### **Other Information:**

#### **1. Snow Policy:**

We realize that is difficult for some people to come to the office if there is snow on the ground. Please listen to our voicemail early in the morning to see if we will be in the office. Even if the office is open, we will excuse late cancellations if you cannot get through the snow. It will be appreciated if you will please call to inform me that you can't make it for your appointment.

#### **2. Payment is due at the time of service prior to the start of your session:**

(Including any **Copay and/or Co-insurance** portion due per your insurance policy), the provider will not be able to schedule additional appointments until balance is paid. All returned checks will be charged a fee of \$20 each time a check is returned.

#### **3. Credit Card on File Policy:**

We require that you provide a credit card on file with our office, so that we can charge the Credit Card at the time of service.

#### **4. If you are late to your session:**

Every session is reserved for a particular client only. If you are late to your session it is not a problem, but the session will still need to finish at its scheduled appointment end time, and you are still financially responsible for the full session. We suggest you arrive 10 minutes earlier to make sure you will receive a complete session.

#### **5. Late Cancellation or No Show:**

If you are unable to make your appointment, we must have a 24 hour (1 business day) notice or you will be charged per the details in our Fee Agreement. The Late Cancellation/No Show Fee (For License Therapist, the fee is \$100 for a missed 1 hr. regular session, \$150 for a missed scheduled Diagnostic Session; for License Therapist Associate, the fee is \$80 for a missed 1 hr. regular session, \$120 for a missed scheduled Diagnostic Session.) must be paid in full within one working day before future appointments can be scheduled. Only true emergencies such as sudden illness, family emergencies and weather-related factors are not billable. All other situations will be considered as non-emergency situations.

#### **6. Cancel Your Appointment:**

The Scheduler/Admin has no access to cancel your appointments. Please email, call or leave a phone message directly to your provider ([Click here to find your Provider Contact Info](#)), also you can cancel appointments via our website at <https://www.tenderrockcounseling.org/bellevue/cancel/>

#### **7. Scheduling Staff Regarding Confidential Information:**

It is not the scheduling staff's responsibility to inquire and/or convey confidential information between you and your provider due to confidentiality and other ethical-related reasons. Should there be such a request from you or your representative our scheduling staff will direct you to leave a message in your provider's voicemail.

#### **8. Notify Us ASAP:**

You are responsible for knowing what services are covered by your insurance company, also responsible for notifying us ASAP if you have **any changes to your Credit Card, Address, Phone Numbers and Insurance, or already MET Deductible.**

#### **9. Phone/Skype Counseling:**

Most of our providers do not conduct counseling sessions over the phone/Skype; however, it is up to each individual provider's personal policy. If your provider does conduct phone/Skype counseling, the charge will be prorated based on the \$125 one-hour private pay rate in 15 minutes increments. This is not covered by your insurance.

#### **10. Emergency/Crisis Situations:**

For emergency situations, please call 911 or 24-Hour King County Crisis line at (206) 461-3222 or (866) 427-4747.