



2617 E. Lincolnway, Suite G
Cheyenne, WY 82001
Office: (307) 514-1288
Fax: (307) 514-0979

Email: hopesbeacon@secureinhope.com

PRACTICE POLICIES

Therapy Sessions and Payment Policy

The standard meeting time for psychotherapy is 50 minutes unless otherwise agreed upon. Requests to change the 50-minute session needs to be discussed with us in order for appropriate time to be scheduled in advance.

Please present your insurance card and photo ID prior to your appointment time if we do not have it on file. If you have had a change to your insurance, please notify us prior to your appointment. You may contact our front office to provide them with this information. Their contact information is as follows:

Main Phone: (307) 514-1288

Fax: (307) 514-0979

Email: HopesBeacon@secureinhope.com

We will bill insurance companies as a courtesy to you; however, it is your responsibility to be sure you are covered. ***YOU ARE RESPONSIBLE FOR SEEING THAT SERVICES RENDERED BY OUR OFFICE ARE PAID REGARDLESS OF INSURANCE ELIGIBILITY.***

All copays, coinsurance, and deductible amounts MUST BE PAID at the time services are rendered or before your scheduled appointment time. Payment is required unless other arrangements have been made in advance.

- If you are paying as a cash client, the full amount is due at time of service.
- Our regular fees for non-Medicaid covered services range from \$160 to \$200 per session. • We do accept cash, checks, and most major credit cards. If payment is not made, the appointment may be canceled.
- Any returned check will be charged a \$35 non-sufficient funds (NSF) fee.
- Clients with an outstanding balance of 30 days or more overdue must make payment arrangements prior to scheduling future appointments.
- If your account becomes past due 90 days or more, your account will be sent to collections. In addition, you will be charged interest to assist us in our collection effort.
- We will need your social security number on file for the purpose of claims processing, either by insurance or through a collection agency. If you are a minor under the age of 18, a parent or guardian's social security number must be on file. If the insured party is someone other than the client, a social security number will also be kept on file to be used as verification of identification with insurance along with your insurance policy/member number. If a social security number is not listed on file, then the client will have to pay for the

cost of the service prior to the service being provided.

Cancellation Policy

Once an appointment has been scheduled for you, it is your responsibility to attend. If you are unable to make it to a scheduled appointment, please provide **at least** 24 hours' notice.

- Cancellations **without** at least 24 hours' notice will be charged a \$50 "Late Cancellation" fee.
- You may cancel an appointment at least 24 hours in advance without any charges being incurred.
- If you do not cancel and you do not attend your session, you will be charged the full session amount as a "No Show" fee for that appointment. This fee is NOT reimbursable through your insurance. This policy is necessary because a time commitment has been made to you and is held exclusively for you.
- If you are late for a session, you will lose some of that session time. If you are more than 15 minutes late, you will have to reschedule your appointment and will be charged a late cancellation fee of \$50.00.
- After three "No Shows" (missed appointments without sufficient cancellation notice), three late cancellations, or two months of inactivity in counseling, for legal and ethical reasons, you will be discharged from care.

Availability

Stephanie's Office Hours:

Monday through Thursday - 9:00 am to 5:00 pm
Friday – by appointment only

Maria's Office Hours:

Monday through Thursday - 9:00 am to 5:00 pm
Friday – by appointment only

Kai- Ley's Office Hours:

Monday through Thursday - 9:00 am to 5:00 pm
Friday – by appointment only

Rachael's Office Hours:

Monday through Thursday - 9:00 am to 5:00 pm
Friday – by appointment only

Our Office is closed for the following holidays:

01/02/2023 - New Year's Day Observed
01/16/2023 - Martin Luther King, Jr Day
02/20/2023 - President's Day
05/29/2023 - Memorial Day
06/19/2023 - Juneteenth Day

07/04/2023 - Independence Day
09/04/2023 - Labor Day
11/10/2023 - Veteran's Day Observed
11/23/2023 & 11/24/2023 Thanksgiving Holiday
12/25/2023 - Christmas Day

We are flexible to schedule therapy sessions within certain circumstances outside of our normal office hours with prior notice. You may reach us at our office numbers: Stephanie (307) 223-1157; Maria (307) 209-4719; Kai-Ley (307) 223-1130; Rachael (307) 203-4647. Our voice mail systems are confidential and private. We will attempt to return your call within 24 hours. You may also secure message us through your personal client portal account which can be accessed through Hope's Beacon's website: www.hopesbeacon.com

If you prefer, you may also contact us through text messaging at the above referenced numbers or email us at: StephanieM@secureinhope.com; MariaV@secureinhope.com; kaileywh@secureinhope.com; RachaelD@secureinhope.com. However, please note, that while we can accept email and text, these are not considered to be HIPAA compliant. If you use these forms of communication, Hope's Beacon cannot guarantee that anything you send through these communication routes will be secure or private.

In addition, while we attempt to return messages in a timely manner, we cannot guarantee an immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Social Media Policy

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do not accept friend or contact requests from current or former clients on our personal social networking sites (Facebook, Instagram, etc.). Clients are welcome to friend or follow Hope's Beacon social media sites.

Minors Policy

Any minor child aged 12 or younger must be accompanied by a parent or legal guardian for the duration of the session to be available to the provider in case of emergency. Any minor child under the age of 18 but over the age of 12 that is being dropped off by a parent or driving themselves must have a parent or legal guardian available by telephone for the duration of the session. If a parent or legal guardian will be unavailable by telephone during the session a secondary contact needs to be identified and a Release of Information must be signed, or the session will be canceled.

If you are a minor, your parents may be legally entitled to some information about your therapy. We will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

Termination Policy

Ending relationships can be difficult. Therefore, it is important to have a termination process to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the psychotherapy is not being effectively used or if you are in default on payment. If therapy is terminated for any reason or you request another therapist, we will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Client Printed Name: _____

Signature: _____ Date: _____

Relationship to Client: _____