

Information for Patients

First of all, welcome to therapy and to my practice. I hope that our work together will be a meaningful and positive experience for you. I look forward to working together.

Just a few pieces of information about my office policies:

PAYMENT: The full session fee is due at the time of your visit. I will give you a receipt to submit to your insurance at the end of each month. If you need a receipt at the end of each session, just let me know. I'll be happy to provide it. Your reimbursement will depend on what your coverage is for out-of-network benefits. Your insurance company will send your reimbursement directly to you.

CANCELLATION POLICY: I never double-book appointments. Therefore, a missed , and cancellations to avoid being charged in full for the missed session.

FEES: Initial Consultation (75 minutes): \$300.00 per session
Therapy Session (55 minutes): \$250.00 per session

Payment can be made by check, cash and Venmo

BILLING FEE: Your balance must be paid at each appointment in order to minimize expensive bookkeeping. If your payment is not collected at time of visit, there will be a \$15 billing fee assessed. An additional \$15 fee will be added for each time a bill is sent. There will be a \$35 fee for all returned checks.

CRISIS PROCEDURE: In the event of a crisis or emergency, I ask that you call 911 and get immediate help. In the event of an urgent matter, you may call my office and leave a message or email me at drcarolswenson@gmail.com, and I will respond as quickly as possible. If I am currently working with you, I will, also, give you my cell phone number to text.

PHONE POLICY: I am happy to discuss logistics or do short check-ins from time to time during business hours if you have questions or concerns. Calls that last over 15 minutes will be considered phone sessions and will be charged at my regular rate, pro-rated according to how much time was spent. Billing for phone sessions is different from in-person sessions, so your insurance may not be able to offer you similar reimbursement. This policy also applies to time spent on the phone with your insurer, and, unfortunately insurers will not reimburse for this.

Thanks for taking time to review these policies.

