

Financial & Practice Policy

Aglow Counseling

303.679.9222

www.AglowCounseling.com

This notice went into effect on September 1, 2022.

It is important that fee, payment, and other practice policy information is transparent. For counseling services, I am an out-of-network provider. I am not in-network with any insurance providers.

APPOINTMENTS AND CANCELLATIONS

Please remember to cancel or reschedule at least 24 hours in advance and preferably sooner. You will be responsible for the entire fee if cancellation is less than 24 hours. If you have an unexpected emergency, please tell me about it. This is necessary because a time commitment is made to you and is held exclusively for you, and given time in advance, I can fill the slot, as I often have a waiting list and demand. If you are late for a session, you may lose some of that session time.

The preferred meeting time for therapy when working with me, is generally 55 to 80 minutes, to allow time for processing and time for settling the nervous system, and integrating what we have worked on before you leave the session is important to me.

The amount of time this takes may vary on several factors, and we can collaboratively consider the length of session that is best for you. You can choose other time increments that can be discussed and assessed to make sure the care meets your needs.

TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please leave me a message through the portal. I am often not immediately available, as I may not be working that day, or working on other projects, as I do several days per week. I will attempt to return your call within 48-72 working hours. **IMPORTANT: I am unable to offer crisis care, and if this is something you need, I am more than happy to help you find a provider or office that can better meet those needs.** Please note that face-to-face sessions on video are highly preferable to phone sessions. However, in the event that you are out of town, sick, or need additional support, phone sessions are available. Please call 911 or any local emergency room if a true emergency situation arises.

CONSULTATION FEES

For therapist consultation, you will provide full payment after service is rendered for 1-on-1 consulting. Generally, for groups, workshops, or training, you will register and pay for the service during the registration process. Your payment information is secure. If payment was not collected prior, we will charge your credit card on file, or invoice you.

COUNSELING FEES

I see clients through Mindfully, and their billing team will process any out-of-network benefits you have. However, you are ultimately responsible to understand your coverage prior to seeing me. You can find out your insurance plans benefits and coverage by contacting them directly. Mindfully is happy to help verify your insurance coverage and let you know what is covered and what is not, based on your plan. Please do not see me before knowing your coverage, if you do not want to pay the entire fee.

If not using insurance or do not have coverage, you are considered a self-pay client. The benefits of being self-pay are no hassles with insurance, more catered care, and no diagnosis or records submittal, etc. Regardless, you are responsible for payment and anything not covered by your insurance. Intensive therapy is not covered by insurance.

CANCELLATION & NO SHOW

If you cancel within 24 hours prior to the appointment time, or if you fail to cancel and do not attend the appointment, you will be charged the full cost of the session.

MEDICAID

I am not a Medicaid provider. You hereby certify that you do not have Medicaid as the primary source of insurance. You understand that enrollment in Medicaid coverage as the primary source of insurance disqualifies you from using my services, even if you are willing to self-pay for services received.