

Financial & Practice Policy

Aglow Counseling

303.679.9222

www.AglowCounseling.com

Effective Date: July 1, 2024

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

APPOINTMENTS AND CANCELLATIONS

- **Appointment Scheduling:** Sessions are typically 55 to 80 minutes to allow for adequate processing, settling of the nervous system, and integration of our work. The length of sessions may vary based on individual needs, and we can collaboratively determine the best session length for you.
 - **Cancellations:** Please cancel or reschedule appointments at least 24 hours in advance. If you cancel less than 24 hours before your appointment, you will be responsible for the entire fee. Exceptions can be made for unexpected emergencies, but timely notification is necessary as I often have a waiting list. Late arrivals may result in reduced session time.
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TELEPHONE ACCESSIBILITY

- **Contact Between Sessions:** If you need to reach me between sessions, please leave a message through the portal. I am not always immediately available due to other commitments but will attempt to return your call within 48-72 working hours.
 - **Crisis Care:** I do not provide crisis care. If you need immediate assistance, please call 911 or visit a local emergency room. I can help you find a provider or office that can meet your crisis care needs.
 - **Phone Sessions:** While face-to-face video sessions are preferred, phone sessions are available if you are out of town, sick, or need additional support.
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CONSULTATION FEES

- **Payment:** Full payment for 1-on-1 consultations is due after services are rendered. For groups, workshops, or training, payment is typically collected during registration. If payment is not collected prior, we will charge your credit card on file or invoice you.

COUNSELING FEES

- **Insurance:** I see clients through Mindfully, whose billing team processes any out-of-network benefits you have. However, you are ultimately responsible for understanding your coverage prior to your sessions. Mindfully can help verify your insurance coverage, but please confirm your benefits directly with your insurance provider to avoid unexpected costs.
- **Self-Pay:** If you do not have insurance coverage or choose not to use insurance, you are considered a self-pay client. Self-pay benefits include more personalized care without the need for insurance diagnoses or record submissions. Intensive therapy is not covered by insurance, and you are responsible for any fees not covered by your insurance plan.

CANCELLATION & NO SHOW

- **Policy:** Cancellations within 24 hours of the appointment time or failure to attend an appointment without notice will result in being charged the full session fee.

MEDICAID

- **Non-Medicaid Provider:** I am not a Medicaid provider. By using my services, you certify that Medicaid is not your primary source of insurance. Enrollment in Medicaid disqualifies you from using my services, even if you are willing to self-pay.

Please feel free to reach out with any questions or concerns about this policy. Your understanding and cooperation are appreciated as we strive to provide the best care possible.