

INFORMATION FOR CLIENTS

Cost and Services

Regular Counseling Services: Normal counseling sessions are fifty (50) minutes in length. The billing rate for all sessions is \$250 for an initial / evaluation session and \$170/session for follow-up visits. Michael Rosengren, LMFT (your Therapist) will either bill your insurance or you may pay cash. Your Therapist is committed to ensuring all clients can receive services; therefore, we offer many payment options available on a sliding scale basis. Please discuss payment plans with your counselor and sign the payment agreement.

Insurance Billing: If you have health insurance, at your request your insurance will be billed as a courtesy to you. Ultimately it is your responsibility to ensure that authorization is received prior to your first visit, that you pay your co-pay each visit and that your insurance plan pays for services rendered. If your insurance denies service for any reason, you will need to pay for services you have received. Your insurance plan has rules, limits and procedures that we should discuss. Your Therapist may provide information about you to your insurance company at their request, but only with your informed and written consent. Even though you have consented, and we will maintain confidentiality, your Therapist cannot guarantee that the insurance plan will also ensure confidentiality. Occasionally information they obtain is sold to data banks and other sources for the purpose of marketing. Because of this, you should truly consider the risks of billing a third party payer and how it may affect you in the long run.

About appointments: You will be charged \$30 for any session cancelled with less than 24 hours notice for other than the most serious reasons.

Documents: your Therapist will charge a fee for writing letters for jury duty, letters to schools and other types of letters. The fee is \$15 - \$35 depending on the material requested.

Divorce/Custody Issues

If you ever become involved in a divorce or a custody dispute, I want you to understand and agree that your Therapist will not provide evaluations or expert testimony in court. You should hire a different mental health professional for any evaluations or testimony you require. This position is based on two reasons: (1) The Therapist's statements will be seen as biased in your favor based on your counseling relationship; and (2) the testimony might affect our counseling relationship and I must put this relationship first.

If You Need to Contact Your Therapist: Normal office hours are 9 a.m. – 6 p.m. Monday through Friday. Phone calls cannot be taken when your counselor is in session. You can always leave a message on the voice mail and your call will be returned as soon as possible. Calls will usually be returned within a day, except for Sundays and holidays.

If you have an emergency or crisis, you or your family member should call one of the following community emergency agencies: The County Mental Health Office at Mary Kay Shell Center at (661) 868-8080 or the County Crisis/Suicide Hotline (800) 991-5372. For continuity of care, please inform any emergency medical personnel that you are currently under the care of a therapist.