

### **Office Policies**

**PAYMENT:** Full payment for services is due at the time of service. Accepted methods include: HSA or FSA cards, credit / debit cards, cash or checks. A \$25 fee shall apply to all returned checks. Any client with a balance 30+ days past due is subject to late fees and suspension of treatment until the bill is paid.

**INSURANCE:** Calm Clarity Mental Health (CCMH), the office of Sekou Jones, is not currently “in-network” with any commercial health insurance companies. Clients are solely responsible for communicating with their insurance companies regarding any applicable out-of-network benefits, policy restrictions or reimbursement protocols. Regardless of insurance coverage, clients must pay all fees at the time of visit. Any eligible reimbursement would then be paid directly from the insurance company to the client. CCMH can supply any necessary documentation to assist the client’s submission for reimbursement.

**FEES:**

- Initial evaluation- \$600 (90 min.)
- Medication & counseling: \$385 (55 min.)

**REPORTS, CONSULTATIONS, OTHER CLERICAL MATTERS:** A **fee of \$250/hr.** shall be billed for clinician time beyond scheduled appointments for official reports, forms, professional consultations, or other client requests. Clients will be advised beforehand if such fees may apply.

**PHONE CALLS:** There is no fee for calls under 15 minutes, calls to schedule appointments, calls regarding recently prescribed medications and/or when calling at the instruction of the clinician (S. Jones, NP). All other calls greater than 15 min. will be billed at a **rate of \$250/hr.**

**CANCELLATION POLICY:** In the interest of honoring each client’s time and all our clients’ needs, we ask that you please contact our office **at least 24 hours ahead of time on the prior business day** if you need to cancel or reschedule your appointment. Clients will be billed the full visit fee in the event of missed appointments or late cancellations.

**PATIENT RIGHTS:** You are entitled to be highest quality of psychiatric care available. Psychotherapy is a joint undertaking, with rights and responsibilities shared by both the patient and the provider. I am always interested in responding to whatever questions, concerns, or feelings you may have regarding your care.

Over time, these office policies may be adjusted. Clients will be informed of any changes and may obtain an updated copy of office policies at any time.

**Release and Statement of Responsibility**

- 1) I have read and understand the above information.
- 2) I agree to be terms of the office payment and cancellation policies.