

## COUNSELING PROFESSIONAL SERVICE POLICY SHEET

1. Counseling Professionals (furthermore referred to as CP) has been in existence since 2001. CP provides a wide range of counseling services covering individual, marriage, family and groups. The founder and counselor for CP is Elisabeth Hopkins Lynch. She is a licensed professional counselor (LPC-MHSP) with a Mental Health Service Provider designation through the state of Tennessee. Professional data can be accessed on [www.state.TN.us/health](http://www.state.TN.us/health).
2. CP does not hold normal business hours, however, we monitor all calls throughout each day. If no one answers, please leave a message and someone call you back as soon as possible or within the next business day. If there is a crisis situation that does not require emergency care, please leave a detailed message just describing your needs and someone will call you back within a reasonable amount of time with guidance and instruction. If you are in a crisis or emergency situation please call 911 or go to the nearest hospital.
3. CP assures that each client will receive the best ethical and professional counseling services available. We will maintain and standby all ethical duties and safety standards of our profession. If a client has a complaint concerning their services, the client can file a complaint with Elisabeth Hopkins Lynch, their insurance carrier, and/or the Tennessee Board of Professional Regulation.
4. The client is responsible to pay the total fee for each session at the time of service. Fees will be set upon the scheduling of their first appointment, and also discussed during the first session to ensure there are no misunderstandings. CP will file insurance for each session, only if pre-authorization has been made previously by CP with the insurance company. All clients are responsible for paying any yearly deductibles and co-pays at each session as outlined by their insurance carrier. All clients are responsible for paying any unpaid balances from their insurance company.
5. CP sessions last 45 minutes. We strive to say on time with each client. If in the event the counselor is running late he/she will ensure you receive your full 45 minutes session. However, if you are late to a session, that will cut your time with the counselor.
6. CP will do phone/video conferences as needed throughout the week, however, all phone/video conferences need to be scheduled ahead of time and a session fee will apply. Most insurance companies **will not cover** any "out of office" session. If you desire to run this type of service through your insurance company, prior authorization will be required and submitted to CP, otherwise, the client will be responsible for all of that session fee.

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7. CP upholds a 24-hour cancellation policy. All clients will be required to pay a \$50.00 cancellation fee if they fail to cancel an appointment with-in 24 hours of the appointment time. . We cannot bill the insurance for missed sessions, so the client will be required to pay this fee if the session is missed. If you find that emergency situation has taken place within that 24 hour window, please call us as soon as possible. If in the event of such an emergency and we can fill your session with another client on standby, we will not charge you for the session. After a total of three missed sessions (or sessions that are not canceled within the 24 hour), CP reserves the right to terminate therapy. If this situation occurs, CP will provide a list to the client of three other highly recommended professional counselors.
  
8. CP currently accepts cash checks and most credit cards. A \$25 return check fee will be applied to all returned checks.

**I have read and understand the rights and responsibilities of counseling professionals in my individual rights and responsibilities as a client of counseling professionals. By signing this agreement, I am stating that I understand and will comply with all of counseling professionals service policies.**

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Client Signature

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Date

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Client Signature

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Date

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Client Signature

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Date