

Solutions for Life Counseling Services, LLC

169 East Pine Street, Ponchatoula, LA 70454 Phone and Fax 985.318.0309

COUNSELING POLICIES

Counseling Sessions

During your first session your counselor will work with you to determine how we can best meet your needs. If you and your counselor agree future sessions will be scheduled. Sessions are 50 minute in length beginning from your scheduled time.

Fees

Fees represent your counselor's time on your behalf, including record keeping and session preparation.

ALL FEES ARE TO BE PAID AT THE TIME OF SERVICE. Checks should be made payable to Solutions for Life Counseling Services (SFLCS). Additional fees for written treatment summaries, copies of records, court appearances, consultations, or other special services will be provided upon request. Please allow 10 business days for processing when records are requested. Phone calls to the counselor lasting over ten minutes (the time charged will be based on when the conversation began) will also be charged in 15 minute increments, based on time spent and the client's current fee.

Health insurance may cover the cost of therapy. An invoice for services rendered will be provided in cases where the client desires to file an insurance claim. Unless otherwise agreed upon it is the responsibility of the client to check for insurance coverage for "outpatient psychotherapy". Without prior arrangements, accounts with two or more sessions past due will result in the cessation of therapy until the outstanding balance has been resolved. A \$25.00 fee will be added for NSF bank charges. After one NSF check, it will be necessary for the client to pay with cash for future appointments.

Cancellations

We understand that occasionally appointments need to be cancelled. However, because 50 minutes has been set aside specifically for you, ***your normal fee will be charged if you fail to keep a scheduled appointment without 24 hour notice.*** No fee will be charged if you cancel your appointment at least 24 hours in advance. This allows your therapist the opportunity to provide that session time to be available to someone else. ***Our therapists are paid per session and when you cancel your allotted time slot without adequate notice your therapist does not get paid for their time.*** We reserve the right to receive the payment for that session before scheduling future appointments.

In the event that you are utilizing health insurance, missed sessions are generally not covered and you will be responsible for the payment of those fees. At this time we do not accept Medicare or Medicaid.

Emergencies

In some situations, you may need to talk with your counselor before your next scheduled session. If the need cannot wait until the next scheduled session and your counselor is not available and you need immediate assistance, call one of the following providers for crisis intervention or 911 or go to your nearest emergency room.

National Hopeline Network

1.800.784.2433

**Baton Rouge Crisis Intervention
The Phone (Crisis Intervention Center)**
225.924.3900
Outside of Baton Rouge
1.800.437.0303

New Orleans
1.800.366.1740 (River Oaks Hospital)
504.269.2673 (Cope Line)
800.749.2673 (Cope Line)
504.895.2550 (Youth)

Louisiana Statewide Crisis Line (Safe Harbor)

1-888-371-3400