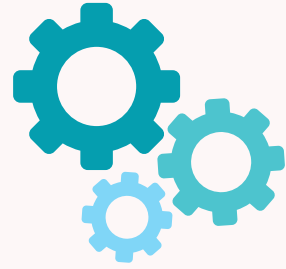


FREQUENTLY ASKED QUESTIONS

The Clarity Couch Counseling Services





FAQs

What services do you offer?

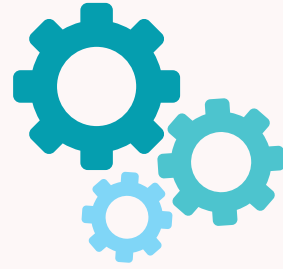
We offer Child/Adolescent Therapy, Corporate Training and Consultation, Relationship Counseling, School Based Services, and Individual and Group Counseling.

What are your rates if I don't use insurance?

Our session rates vary depending on the service and therapist. Please contact us for more information.

Do you accept insurance or EAP for therapy sessions?

Yes, we accept a range of insurance plans as well as EAP. Contact us to verify your coverage, or you can provide your insurance or EAP information during the intake process for assistance.



FAQs

What is the process for using (EAP) services?

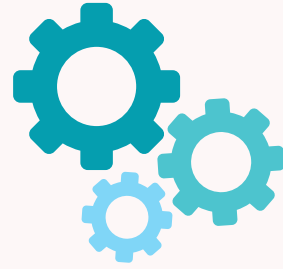
Please check with your HR department for details and provide us with your EAP authorization number as well as the third-party company the EAP is through.

How to know if my insurance covers virtual therapy?

Many insurance plans cover virtual therapy sessions. Our office can help you verify your benefits and explain what services are covered, including any deductibles, copays, or session limits.

Do I need to pay anything upfront?

Depending on your insurance coverage, you may need to pay a copay or a portion of the fee upfront. For self-pay clients, payment is due at the time of service unless otherwise arranged.



FAQs

What happens if my insurance doesn't cover therapy or denies a claim?

You will be responsible for the session fees. We can provide a superbill upon request for you to submit directly to your insurance company for potential reimbursement.

Do you offer sliding scale fees?

We offer a limited number of sliding-scale spots for clients facing financial hardship. Please contact us to discuss your options

How do I join my virtual therapy session?

You will receive a secure link via email or through our client portal. Click the link at your appointment time to join your session. Ensure your device has a working camera, microphone, and a stable internet connection.



FAQs

What if I experience technical difficulties during my session?

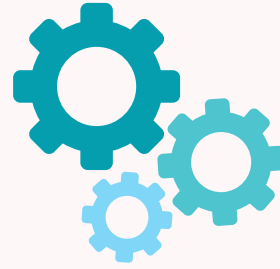
If you encounter technical issues, try reconnecting using the session link. If the problem persists, contact our office and we will work with you to reschedule or resolve the issue.

Are my virtual therapy sessions confidential?

Yes, all sessions are conducted through secure, HIPAA-compliant platforms to ensure your privacy and confidentiality. Your information is protected according to federal regulations.

What should I do if I need to cancel or reschedule my session?

You can cancel or reschedule by contacting our office by phone, email or through the client portal. Please note our cancellation policy, which requires at least 24 hours' notice to avoid fees.



FAQs

Do you charge for missed appointments or late cancellations?

Cancellations must be made 24 hours in advance. A missed session or late cancellation may incur a \$25 fee.

Can I request a specific therapist or switch therapists?

Yes, you can request a therapist based on preferences like expertise or therapy style. If you feel your current therapist isn't the right fit, you can contact us to explore other options.

What if I have an emergency outside of my scheduled session?

You can discuss safety planning with your clinician during sessions. If you need to reach out to your clinician, you can message them. However, they may not respond immediately. If in a crisis, call 911, go to the nearest emergency room or text 988, the Crisis Hotline.

For more
information, contact
us:

PHONE

216-245-8249

EMAIL

admin@theclaritycouch.com

SOCIAL



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