



Serendipity Therapy Services
855 Central Dr. #8
Odessa, TX, 79761
(432) 530-6452

Fee and Payment Agreement/Cancellation Policy

Payments can be made by debit or credit card through our billing portal (Headway) and all clients are required to have a card on file regardless of their current copay or use of EAP benefits.

Cancellation Fee

Twenty-four (24) hours' notice is required to cancel or reschedule an appointment to avoid being billed a cancellation fee. If you are more than 10 minutes late to your appointment without notifying your therapist, the card on file will be charged the cancellation fee of \$50 and your appointment will be cancelled. You will need to call our office to schedule your next appointment. If you have recurring appointments, please note that after 3 late cancellations/no-shows, your future appointments will be cancelled as well.

Private Pay Rates

- 45-50 Minute Sessions - \$120
- 30 Minute Sessions - \$80

Private Insurance

We have therapists who are in-network with various insurance companies. Please refer to the agreements through Headway for more information about copays and benefits. Insurance does not cover cancellation fees, and the use of insurance does not absolve the late cancellation fee.

We do not accept secondary insurance plans. Your copay will be based on your primary insurance. We will be happy to provide you with any documentation needed by your secondary insurance to request reimbursement.

EAP

Clients using EAP benefits; some EAP plans will pay the late cancel/no show fee. Please discuss whether your EAP plan has this benefit with your benefits manager or your EAP plan.

Medicaid

In compliance with Medicaid policies, clients utilizing Medicaid Plans to access therapy services will not be charged no show/cancellation fees.

All payments are due at the time services are rendered.

Signature

Date