



Haven Counseling

Haven Counseling Policies

OFFICE HOURS

Therapy sessions are by appointment only. Haven Counseling is closed in the evening and on the weekends (Saturday and Sunday). The office is also closed in observance of all school closings and Federal Holidays. Ms. Plumb also takes vacation throughout the year and will provide her patients with adequate notice and arrange if needed, for coverage of a “substitute therapist.”

SCHEDULING APPOINTMENTS

Appointments may be scheduled or cancelled through our text line (757) 707-1937. All texts have a day and time stamp so the therapist knows when they are received. Text messages are not useful methods of communication for making and cancelling appointments **ONLY**. **When a patient** reserves an appointment time slot they have “bought it.”

APPOINTMENTS

Appointments are 45 minutes in length.

CANCELLATION/NO SHOW FEES

Text our business text line (757) 707-1937 anytime to cancel your appointment time. Our text business line will time and date and stamp your text. The following fees apply for a less than 24-hour business cancellation, cancellation on the same day, and no show \$ 75.00.

When a patient reserves an appointment time slot they have “bought” which ensures no one else can take it as it is reserved exclusively for them. We require a 24-business hour cancellation notice which allows us to then offer that time slot to another patient. However, if not enough notice is given, we cannot fill this slot, or offer it to another patient in need, which causes a significant hardship.

PAYMENT

Payment is for a therapist’s psychology education, knowledge, skills, expertise, and time. We accept credit and debit card payments. Payment is required immediately and at the day of therapy appointment. If we bill your insurance, your co-pay is required at the day of the therapy appointment and depending on your insurance plan and deductible/co-insurance, you are responsible for the amount your insurance determines. This will be collected at the time your insurance remittance is received.

PAYMENT PLANS

We do not bill patients for balances, we do not use payment plans, and we do not provide sliding scale fee schedules.

EAP

We do not accept EAP. If you need this kind of accommodation, please let us know and we can refer you to a competent clinician in a subsidized setting where these options are offered.

INSURANCE

Only the following commercial insurances are accepted:

Optima

Anthem

Blue Cross Blue Shield

Blue Cross Blue Shield-Federal Employees Plan

INSURANCE COPAY

Co-payment/payment as determined by your insurance is due at the time of the therapy session. You will not be seen if you are not able to pay it.

INSURANCE PLAN

Haven Counseling is not responsible for knowing your insurance plan and plan information. Haven Counseling cannot guarantee insurance claims will be approved and paid by your insurer.

INSURANCE CLAIMS DENIED

In the event that an insurance claim is not paid, or denied YOU are responsible for all charges accrued, and must pay them prior to the next session unless it is due to your therapist's submission error.

WE REQUIRE A MANDATORY CREDIT CARD TO BE KEPT ON FILE

- We are a solo practice with limited staff and are unable to dedicate resources to billing, patient account management, and debt collection. Due to this, we require a mandatory c/c to be kept on file to obtain services even if you have a health savings card. **This is not optional.**
- Therefore, insurance co-payment/payment/private pay is required in full, at the beginning of the session, and at the time services are provided. No cash or check is accepted.
- Haven Counseling uses the Square credit card processing service. To facilitate credit card processing, Amanda Plumb, LPC will mark the letter "A" on the signature line on the square payment page in lieu of your signature when processing credit/debit card payments. This occurs if you are not present (e.g. telehealth appt), or you prefer me to run your credit card at the end of my day.
- You agree to maintain a current, up to date, valid card on file at all times.
- Your original authorization for use of your "on file" card immediately transfers to the new card information. Charges will be processed by Square Payment Processing and receipts will be sent via Square to your preferred text or email address, unless otherwise indicated in writing. Your initials authorize all actions described herein and signifies your agreement with the policies described in this and related documents.
- You are responsible for all charges accrued, and payment is required immediately. Haven Counseling PLC reserves the right to charge your credit card on file to ensure prompt payment for services including what your insurance deems "patient responsibility."

- If you refuse to comply with this company policy, unfortunately you cannot be seen for counseling services.

PAYMENT OF OUTSTANDING BLANCES

We are committed to helping people find healing and growth and work hard to facilitate that process. A growing account balance can create significant stress for the patient and compromise our therapeutic work. What appears to be helpful (e.g. allowing a patient to pay later) can actually sabotage a patient's progress. Likewise, research repeatedly bears out the fact that patients who don't pay for services don't engage as fully in the process and receive less benefit in the end. To prevent the accumulation of outstanding balances, it is our policy that patients must have a "zero" balance (owe no outstanding fees) before they can schedule an appointment. This policy includes payment of fee balances and any missed appointment fees. The therapist will pursue legal action and will pursue collections through court. We do not want fees to become a hardship or hindrance to progress and hope you can understand the need to comply with these policies so our work can be more productive.

EMERGENCIES/CRISIS COUNSELING

Haven Counseling DOES NOT offer, nor provide crisis counseling, or 24/7 support. In the event that you need emergency services, please call the Crisis Hotline at 627-LIFE, your local Fire-Police-Rescue at 911, or go to the nearest emergency room.

ROLE OF DIAGNOSIS

Your counselor uses the Diagnostic and Statistical Manual-Text Revision (5th Edition) published by the American Psychiatric Association (2014) to assist in coding any diagnosis we may determine to be appropriate to your situation. Diagnosis serves the purpose of providing a framework upon which we can develop a treatment plan. Please let us know if anything in the environment becomes distracting or affects your ability to work. We will make every effort to accommodate your needs.

PATIENT ARRIVES LATE

In the event that a patient comes to their appointment more than 10 minutes late they WILL NOT be seen as there is not sufficient time remaining to engage in a therapeutic process. A fee of \$ 75.00 will be charged as it will be considered a "no show" due to tardiness.

THERAPIST RUNS LATE

(Ms. Plumb **may run up to 15 minutes late.**)

Therapists do their best to run on time. If a crisis occurs, or unforeseen event occurs in a therapy session, it may impact a therapist running on time for the remainder of the day. Please understand your therapist is not able to explain the reason she is running late for your appointment when asked, due to adherence to confidentiality. Please always be prepared that this may occur, but be assured you will still receive your full appointment time. We ask for your patience and understanding.

INCLEMENT WEATHER CLOSING / SNOW POLICY / HURRICANE / TORONADO / PANDEMIC

In an effort to protect patient safety, we close our office whenever Virginia Beach and Chesapeake Public Schools close due to inclement weather (hurricane, snow, tornado, hail, heavy winds) or other community emergencies.

DOCUMENTS FEES

Documents are done outside of session on Ms. Plumb's personal time.

The fee is \$ 50 for the following:

Letter of diagnosis	Work letters	IEP request letter	IEP Accommodations letter
504 Plan request	504 Plan Accommodations letter	Out of Zone letter	

~We do not complete documentation for Social Security/ SSI or Disability. ~

MEDICAL RECORDS REQUEST

Patient's information is confidential between you and your therapist. You may request a copy of your medical records at any time. We only release information with a signed Authorization to Release Healthcare Information from you, or a court order. The fee is \$.10/per page.

IF YOU HAVE A COMPLAINT

We believe in professional responsibility. If you think you have been treated unethically and cannot resolve this problem with us, we encourage you to contact the National Board of Certified Counselors (336-547-0607) and/or the Virginia Board of Health Professions (800-533-1560) to lodge a complaint.