

## **Our Credit Policy**

**Our primary concern is your welfare and providing you with high quality service. Unfortunately, however, we must also be concerned about the economic factor. Co-pays and deductibles are due at time of service. All monthly statements are due and payable in full upon receipt, unless special arrangements have been made ahead of time. Please contact us to make arrangements, as in the event that your account remains delinquent after 60 days, without any contact, Solace Counseling Associates, LLC. may use a collection agency, if deemed necessary.**

**In an effort to help those clients for whom regular full payments for service would be difficult due to lack of insurance or used-up benefits, we accept VISA, MasterCard, Discover, and American Express.**

**There is a Return check Fee of \$20.00 plus the original amount of the check, if a check is returned for insufficient funds.**

## **Insurance Information**

**Please remember that our services are provided for and charged to you, not your insurance company. You are responsible for checking with your insurance company and/or your employer to be certain that they cover the services provided by Solace Counseling Associates, LLC. If you have any questions about obtaining coverage information, we will be happy to assist you. We can make no guarantee that any particular company will provide payment for the services you receive. A final decision about any reimbursement will be made by your insurance carrier upon receiving your claim.**

**As a courtesy, our staff is equipped to submit your insurance claims for you. It does remain your responsibility to understand your coverage. Any amount not paid by your insurance company (deductibles, co-pays, and non-covered services) are your responsibility to pay. You are responsible to supply us with complete insurance information and a copy of your insurance card.**

## **Cancellation Policy:**

**If you find that you are unable to keep an appointment, please contact us immediately. We request 24 hour notice when possible. A \$50.00 fee will be charged if you fail to cancel your scheduled appointment.**