



**Full Circle LLC**  
GO THROUGH TO GROW THROUGH

## **Office Policies & Out-of-Pocket Expenses**

Thank you for beginning this journey with us. At Full Circle LLC, our primary objective is to provide you an authentic and beneficial therapeutic experience. Please take the time to review the policy information provided below. Please review our administrative office policies below.

### **Payments**

Client payment responsibility are due for each visit. Clients with insurance cost share responsibility, or those utilizing our direct pay program, please complete the Payment Authorization form in the client portal. When payment authorization forms are submitted through the portal, the payment information becomes embedded within the client's file for secure payments. You may also call the office to give payment information via phone or send a payment by check.

### **Insurance**

Any sessions denied by an insurance company due to the insured's negligence will be the clients responsibility. If you should have any changes in insurance information, we would ask that you give Full Circle LLC's administrator notice of such change in order to avoid any billing issues. Although we are able to view eligibility coverage, it is not a 100% guarantee of benefits. Once the insurance claims process, your insurance company will ultimately indicate what the client responsibility is, if any.

### **Direct Pay**

If you do not have mental health insurance benefits, the Direct Pay rate for clinical therapy sessions is \$120.00 for intake, and \$100.00 per follow-up. If your clinician/provider is not in-network with your insurance, you may call your insurance company

to inquire about any out-of-network insurance benefits your plan may offer, or you can opt to utilize the Direct Pay rates listed above.

### **Missed Sessions/ Late Cancellations**

Missed sessions, or sessions canceled without a 24-hour notice are billed at \$85.00 per session. These will be out-of-pocket expenses that the client is fully responsible for, regardless of insurance benefits.

### **Additional Case Management**

If significant out-of-session time is spent, the services are not billable to insurance companies and will be billed at \$100 per hour, based on the amount of time required of the clinician/provider. Examples of these services may include collaboration with other entities such as Court/participation in legal proceedings (i.e. phone calls with legal representatives and/or time invested in any type of deposition or testimony) and school-based meeting (i.e. PPT, 504, etc.)