

Service Agreement & Office Policy

Please read carefully and discuss any questions before signing with your clinician.

APPOINTMENTS: Initial appointments are approximately 60 minutes. Standard appointments are 45 minutes long. Half sessions or extended sessions of 75 minutes are also possible for therapeutic reasons, and the fee will be adjusted accordingly. If you are unable to come into the office, telephone or video chat sessions can also be scheduled. **NEW CLIENTS: Initial appointments are intended to discuss client symptoms, history, and treatment goals. ONLY after this appointment is completed will a decision be made to either continue treatment at Verus Therapy, LLC; or if we feel we cannot meet the client's needs, he/she will be given alternative local resources for treatment.**

TELEPHONE CALLS: We return most calls within a few hours if you leave a message before 7 PM on weekdays. On rare occasions, call answering may fail to record messages completely, so if you haven't received a return call within 24 hours please call again. E-mail is the best way to try to reach us after hours and on weekends. We will do our best to return calls/emails within 24 hours with the exception of weekends, holidays, and when we are out of town. Routine telephone calls for scheduling or changing appointments are not charged, of course, but clinical matters that require longer discussions will be billed as they are considered part of our work.

CANCELLATIONS AND RESCHEDULING: Hours set aside for you are not easily filled when they are cancelled with short notice. You will be expected to pay for appointments that are forgotten or not cancelled within at least 24 hours notice, including appointments scheduled at the beginning of the week. If you must cancel with shorter notice and are able to reschedule within the same week at another time that we have available, you will not be billed for the cancelled session. The only exceptions will be cancellations due to sudden illness or severed driving conditions. Appointments missed for reasons related to work are still your financial obligation. **Insurance cannot be billed for missed appointments. As such, payment for these missed appointments will not be reflected in your monthly receipt. Late cancellation and no-show fees are equal to the amount of your session.**

INSURANCE AND FEES: Verus Therapy, LLC is an out-of-network provider of mental health services. Knowledge of your insurance coverage, including deductibles and co-payments is your responsibility. Payments for services are due in full at each session. We are happy to provide you with the necessary documentation for your reimbursement from your insurance company in the form of a monthly Superbill (receipt). Verus Therapy, LLC is not responsible for submitting paperwork to your insurance company. Adjustments in fees and deferred payment schedules can be negotiated for reasons of financial need.

Regarding electronic communications: Please note that if we use electronic communication methods, such as email or texting, there are limitations on our ability to keep these communications confidential. Various technicians and administrators who maintain these services may have access to the content of those communications. If you choose to email or text your clinician via electronic means for any purpose, such as scheduling, billing, therapeutic, clinical or consulting, you are acknowledging and accepting these limitations of confidentiality.



VERUS

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EMERGENCY COVERAGE: Our clinicians are not always immediately available in cases of an emergency. If you are having a psychiatric emergency, call 911 immediately or go directly to your nearest emergency room.

_____	_____	_____
Date	Client (print)	Client (signature)
_____	_____	_____
Date	Therapist (print)	Therapist (signature)

