

## Office Policies and Procedures for Barbara Keyworth, LCSW

**Messages:** I can be reached either by calling 919-783-8004. This is a confidential voice mail and I check it often for messages. Messages left after hours and on weekends will be returned the next business day.

For urgent issues: I'll call you as soon as possible. If you have an emergency, contact your psychiatrist, call the Holly Hill Hospital Respond Line (919-250-700) or go to a local hospital and ask for the on-call psychiatrist.

**Insurance and Payment:** If you have mental health coverage, prior to initial appointment:

- call the mental health/substance abuse number on the back of your insurance card to find out if you need pre-authorization. This is very important. Some plans will not pay for your sessions if you fail to obtain a pre-authorization. If insurance does not pay because an authorization was not obtained, you are then responsible for the full charge (not just the copay)
- Inquire whether you have a deductible to meet and whether you have met it for the current year. Ask about your copay for each visit, ask about the number of visits you are allowed each year

### Claims and reimbursement

**In-network plans:** I am on some insurance panels and use electronic filing.

**Out-of-network plans:** I will file electronically for you if you like, but you will need to pay for the session in full. Insurance will then reimburse you directly. (You may also file yourself - I will provide a bill with necessary information)

When errors or nonpayment occurs, clients will need to call the insurance company and resolve the problem, then leave the information on my voice mail so I can resubmit the bill.

*Note: as insurance plans change, I may leave some panels. Please inquire if I am on a particular panel or planning to leave a panel, before you sign up for a new insurance plan if you want to use this to pay for therapy.*

**Clients under the age of 21: parents are responsible for any fees not reimbursed by insurance.** A form will be sent to parents for signing explaining this arrangement. The student or adolescent needs to bring payment with them, unless another billing arrangement has been made.

### Appointments

Appointments are reserved for you and can be changed by calling or texting Barbara at 919-783-8004 at least 24 hours in advance of your appointment.

***(The charge for a late cancellation is \$50.00 and payment is expected at the next appointment unless that appointment is more than a month out. Then payment should be sent in within 21 days. Insurance will not pay for missed appointments and EAP free visits usually cannot be used for missed appointments)***

### Fees

Initial assessment (50-55 min)	(90791)	\$120.00	Individual psychotherapy (30 min)	(90832)	60.00
Individual psychotherapy (45-min)	(90834)	115.00	Crisis session (60 min)	(90839)	115.00
Individual psychotherapy (55-60 min)	(90837)	120.00	Crisis, additional 30 min	(90840)	60.00
Family/couples therapy 45-50 min)	(90847)	120.00			
Written reports (based on time)@ 30 min		50.00			
Co-ordination/conference with other provider, based on time (30 min)		30.00			

(note: brief calls are not billed)

### **I have reviewed the above policy**

Client name (printed) \_\_\_\_\_ Date \_\_\_\_\_

Client signature \_\_\_\_\_