

Doreen A. Zaborac & Associates, Inc.

Zaborac Counseling Group

17255 Oak Park Avenue
Tinley Park, IL 60477
708.633.4533

OFFICE POLICIES

APPOINTMENTS AND CANCELLATIONS

It is our goal to provide each client with appointment times that are convenient and work with our clients' busy schedules. While most appointments can be scheduled around the client's availability, please be aware that it may be necessary to schedule some appointments during a work or school day. We try to avoid disruption to our clients' work or school day; however, as with other medical and mental health practices, prime evening and weekend appointments can fill up fast, requiring clients to have some flexibility in scheduling. We offer both in person and telehealth services. The use of telehealth services enables clients to access services at a greater convenience to themselves and sometimes allows more flexibility in scheduling. As long as clients have access to a safe and private location in which to engage in therapy services, telehealth is an option and may be requested by the clinician.

In an effort to ensure that clients in need have access to open appointment slots, it is important to provide as much time as possible in the event that a client needs to cancel or reschedule his/her appointment. Please remember to cancel or reschedule appointments 24 hours in advance. Clients will be responsible for a late cancellation or no show fee if cancellation is less than 24 hours. We are old school and do NOT provide appointment reminders at this time. Please be sure to enter your appointment into your calendar in an effort to avoid no shows and late cancellations. Cancellations and re-scheduled sessions will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

In the event that an appointment is missed or canceled and a client is in need of a medication refill until their next appointment, a request can be sent to the office by contacting your pharmacy. Controlled substances require a written prescription that cannot be requested by the pharmacy. All medication refill requests must be made between Monday and Thursday at 5pm. All medication requests made after 5pm on Thursday through the weekend will be addressed on Monday. If there is an emergency regarding medication or side effects after hours, on the weekends, or holidays, go to the nearest emergency room.

FEES

The fees for late cancellations/no shows are as follows:

For late cancellations/no shows 1-3: \$75 per session

For late cancellations/no shows 4-6: \$100 per session

For late cancellations/no shows 7+: Full Fee

Counseling sessions are billed at a rate of \$180 for a 45-55 minutes session and a rate of \$90 for a 30 minute session. Psychiatry services are billed at a rate of \$350 for the initial session and \$200 for medication management.

All non-billable services including but not limited to report writing, court appearances, and phone consults with other professionals will be charged at the full session fee based on a 55 minute session with a base rate of \$180. A \$35.00 service charge will be charged for any checks returned for any reason for special handling. Prescriptions that are issued in between appointments as a result of misplaced scripts, late cancellation, no show, or failure to schedule follow up appointments are subject to a \$35 charge that is not billable to insurance. It is not a co-pay or deductible, it is a service fee that must be paid out-of-pocket.

Fees are due on or before the date of service. Please be prepared to pay co-pays, deductibles, and out-of-pocket fees at the time of service. If a client has a deductible as part of his/her health coverage, our office staff will begin collecting payments when a new plan or calendar year begins. Any overpayment will be applied toward future co-pays/fees or refunded to the client as requested.

BILLABLE SERVICES

Our office staff works hard to ensure that all billable services are paid by the insurance company according to the client's plan. Any balances that are unpaid by the insurance company will be the client's responsibility. Please be aware that, while our office staff attempts to verify insurance coverage and benefits, it is ultimately the client's responsibility to know his/her own policy coverage and to seek out a clinician covered by his/her plan. Billable services are dictated by insurance

coverage. Services that are often billable include individual counseling, medication management, initial assessments, and SOMETIMES family counseling. All billable services must be accompanied by a diagnosable condition which is considered medically necessary.

NON-BILLABLE SERVICES

In addition to the non-billable fees listed above, we offer other services that are not often covered by insurance. Those services include divorce mediation, high conflict co-parenting coaching, family mediation, reunification counseling, and court ordered counseling. For all court involved clients, we do NOT bill insurance due to the fact that the services being provided are not medically necessary, nor are they diagnosable conditions. As such, all court ordered, mandated, or recommended counseling services are billed to the client at a rate of \$180 per 55 minute session. Divorce mediation is billed at \$200 for the first meeting and \$180 for follow up meetings. The client can submit his or her bill to insurance for possible reimbursement, but we do not check benefits in these cases. We are NOT responsible for any fees that are not reimbursed by the client's insurance company.

TELEPHONE ACCESSIBILITY

If a client needs to contact his/her clinician between appointments, please leave a message with our office staff at 708-633-4533. Clinicians are often not immediately available; however, the clinician will attempt to return your call within 48 hours. If the matter is urgent, please alert our office staff, and the clinician will contact the client as soon as possible. In the event of a life threatening emergency, call 911 or go to the nearest emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, clinicians or office staff do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc).

MINORS

If the client is a minor, parents/guardians may be legally entitled to some information about the minor's treatment. Clinicians will discuss with the client and parents/guardians what information is appropriate for parents/guardians to receive and which issues are more appropriately kept confidential.

Please be aware that minors age 12 and over are entitled to confidentiality in counseling. Parents will have access to scheduling and billing but cannot be given treatment information without a release of information signed by a client 12 and older.

PAYMENTS

We ask that our clients pay by cash or check whenever possible. Payments are due on or before the date of service. Please make payments utilizing cash or check if possible. Doreen A. Zaborac & Associates, Inc. charges a \$2.00 convenience fee for payments made by credit card. Credit cards kept on file will be charged 14 days after the client has been notified of a balance. Clients are free to use alternative forms of payment within the 14 day grace period. Credit card payments will not be reversed after the 14 day grace period.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. A clinician may terminate treatment after appropriate discussion with a client and begin a termination process if it is determined that the psychotherapy is not being effectively used or if a client is in default on payment. Clinicians will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. However, please be aware that services can be terminated immediately for any client who displays threatening or abusive behavior while visiting Doreen A. Zaborac & Associates, Inc.

Should a client fail to schedule an appointment for 12 consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, the professional relationship must be discontinued. However, we welcome clients back as availability allows.