



Notice to Family Care Assignees Regarding Therapeutic Services at The Center at Heron Hill

We are pleased that you have chosen to accept treatment at Alliance/The Center at Heron Hill. It is important that you attend all of your sessions to benefit from therapy. We know that you want to attend, and want to emphasize that therapy requires you to attend even when it is hard to arrange and/or when you do not feel like coming.

In an effort to support the best possible outcome to your therapy, we want to share with you the structure of our relationship with your insurance carrier and share with the expectations we have of you. You are fortunate to have been assigned to Family Care Insurance. We are very proud of Family Care in that they are very generous with authorizations and allow us to decide how long and how often you are in therapy. It is also part of our agreement with them that, in contrast to other types of insurance, we do not charge you any extra money to attend your sessions. Most people have a minimum co-pay of \$20.00 and sometimes it can be much higher. We also agree not to charge for missed appointments. Again, most people are charged full fee for late cancelled sessions or no-shows. Not holding you to this standard is part of our contract with you and with Family Care.

The Center at Heron Hill is a unique facility. Being in a rural community and able to serve our clients in a natural environment is not as convenient, even for us, as an urban office. We know that you chose Alliance in part because it is different. In making Heron Hill available to you, we have had to voice some expectations:

First, we expect that you will regularly attend a prearranged appointment. We understand that things can come up at the last minute that interfere with a scheduled session. We want you to be aware that in the event of a last-minute cancellation, it is not possible to see other clients during that time. This translates to wasted time and missed wages for your provider.

Further, the psychotherapists who work at Heron Hill do not always live close to the facility. If you do not allow us time to reschedule, your therapist may well travel a great distance just for his/her/their appointment with you. It is for this reason that we can only continue to reserve appointments if you keep the appointments that you already have. Continuing to miss scheduled appointments also prevents others who are on a waiting list from receiving care.

Effective November 15, 2016, In the event that you cannot keep your appointment, please allow us 24-hours advance notice. Missing one or more appointment without this notice may result in a referral and termination of therapeutic services. Further, missing more than one appointment without notice will be considered a choice on your part to discontinue therapeutic services.

If you are running into barriers attending your appointment(s), please contact our office so that our Care Coordinator can assist you. Please feel free to discuss this further with your therapist. It is important to us that you agree and understand this request.

The Staff at Alliance Counseling & The Center at Heron Hill

Client Signature _____ Date _____ Provider Name _____