

OFFICE POLICIES

Scheduling

- Appointments can be scheduled during your session or on the phone. If you prefer to schedule or cancel appointments via email, please review our Electronic Communication & Social Media Policy and make sure that you have given us permission to contact you via email regarding administrative matters.
- To cancel an appointment, please call the office at 860.878.2028, ext. 1. If you don't reach anyone, leave a message and we will call to reschedule within 24 hours except for weekends and holidays. *If you have given us consent to contact you via email, you may also send an email.*

Late Cancellation/No-Show

- A no-show is when you fail to call and fail to come in for your appointment.
- A cancellation is considered late if it is cancelled within 24 hours of the scheduled time.
 - For Non-Medicaid Clients: The first session that is a failed or a late cancelled will not be charged. Subsequent session that are failed or late cancelled will be charged the **full session fee**.
 - For Medicaid Clients: Clients are allowed to have 3 no show or late cancelled appointments within a one year period. If there is a 4th session that is failed or late cancelled within this timeframe, you will be **discharged from the practice with a list of referrals**.

Payments

- We accept payments by check (made out to Greater Hartford Wellness), cash or credit card.
- Co-payments and co-insurance amounts are due at the time of your visit.
- Full payment is required at time of session for clients who are self-pay or who have out of network insurance.
- You may choose to have a credit card on file.
- If you have unexpected difficulties meeting financial obligations, please contact the office within 30 days of receiving a bill that you cannot pay to work out a payment plan. If you fail to communicate with us, or you cannot agree to a payment plan, your delinquent account may be turned over to a collection agency. A collection fee will be added to any delinquent accounts turned over to the collection agency. As part of our professional ethics, you will be notified prior to your bill being sent to a collection agency.

Insurance

- It is your responsibility to understand the behavioral health benefits offered by your insurance. Insurance can be confusing to deal with after treatment has begun so it is important to clarify your benefits before you have too many sessions.
- If your insurance coverage changes, please notify our office and bring a copy of your new card to your next visit.
- If you wish to be reimbursed by your out of network insurance for any benefits that you may have, we will mail you a claim form at the end of the month that you can submit to your insurance. If you need to submit forms sooner than you receive them, please contact our office.

Other things to note:

- It is an expected courtesy that sessions will not be disturbed by electronic devices.