



Alpha Omega Clinic Policies

Payment for Services:

Payment is due at your appointment and we accept cash, check or credit card (Visa, MC, AMEX, Discover). Charges may be assessed at the discretion of your clinician for additional services (e.g. court appearances, court reports or third party reports, phone therapy sessions and/or long distance phone call expenses, etc.).

Client accounts are not to accrue an unpaid balance. After two sessions of unpaid balances, services may be withheld until the account is paid in full. If your check is returned by the bank, then you will be charged \$20 for each returned check or declined credit card in addition to the session fee. Please discuss any financial concerns with your therapist.

Insurance:

Alpha Omega Clinic does not work with insurance of any kind. Services are provided and charged directly to the client. We have found that many insurance plans reimburse clients for our services if their plans include "out of network" benefits for mental health services.

All clients are expected to pay their fees to the Clinic as indicated above and are fully responsible for obtaining reimbursement from their insurance or contracted organization. We will try to be as helpful as we can but Alpha Omega Clinic is not obliged to cooperate in filling out forms or other requests for information that the insurance company may require.

At each session, Alpha Omega clinicians will provide the client with a receipt for services rendered. It is the client's responsibility to keep these receipts for their own records or insurance purpose. If a request for duplicate receipts is requested, there will be a \$20 duplication fee.

Lateness/Cancellations

Alpha Omega Clinic requires at least 24 hours advanced notice of cancellations for scheduled appointments. Your full session fee will be charged for missed sessions not cancelled 24 hours in advance. For routine calls to cancel or make appointments, please call the regular clinic line at 301-767-1733.

If you are running late to your appointment, please call the office at 301-767-1733 or notify your Clinician directly at the number provided to you at your first appointment. Appointments will not be held if you are more than 20 minutes late to your appointment without notifying your Clinician.