

Red Mountain Counseling, PLLC
Kimberly S. Callen, L.C.S.W., N.B.C.C.H
(435) 574-4399

License#: 9675142-3501 Tax ID: 81-5275367

COUNSELING SERVICES

SERVICES

Counseling services are provided on a schedule and frequency determined between you and Ms Callen. **The time you schedule is held for you and 48 hours notice of cancellation is required to avoid being charged the scheduled session fee.** The cancellation message may be left on Ms Callen's office phone: (435) 574-4399. If you wish to re-schedule, please suggest a date and time and your call will be returned promptly.

APPOINTMENTS & FEES

Appointment times are available on a flexible basis. Fees are as follows:

- \$195 Initial assessment for both individuals and couples - 90 min
- \$135 Regular sessions for individuals - 50 min
- \$195 Regular sessions for couples - 90 min
- \$195 Sessions implementing advanced techniques such as EMDR and hypnotherapy – 90 min

Although I do my best to strictly adhere to my schedule and the durations listed above, it may be necessary to extend a session in times of patient crises or to complete an advanced-technique session. In those rare cases, I will charge the additional time on a pro-rated basis.

The initial information-gathering and clinical assessment period is handled during the first appointment. **Fees are collected at the time of service, at the end of a session.** Cash, personal check, and credit cards (MasterCard, VISA) are the accepted forms of payment.

If you request Ms Callen to write a letter or fill out a form this will be charged at a rate of \$25 per 15 minutes to complete task. A \$30 fee will be charged for all returned checks. Court appearances, including travel and wait time, is charged at \$200 per hour.

INSURANCE

Ms. Callen does not participate on the panels of any insurance carriers nor does she accept direct reimbursement from insurance carriers. You are responsible for all fees at the end of the session. Most clients seek reimbursement from their insurance companies through their policy's out-of-network benefits. Each insurance company differs in the percentage they will pay for an out of network provider, usually from 50 – 90%, but consult your membership specialist. Ms. Callen will provide you with a receipt, diagnostic code, specialty code, and any other paper work you may need to completely submit your claim.

CONFIDENTIALITY

All sessions are strictly confidential within the bounds of legal limitations. Information gained in the context of your counseling sessions will not be disclosed without your written permission (including a signed "release of information" form). Any contact with other health professionals, educators or others providing services to you or your family must be preceded by written permission. Legal exceptions to this confidentiality include the required reporting of suspected child abuse and neglect, and intervention when a client is a danger to self or others. It is possible that medical/counseling records can be subpoenaed by a court of law.

EMERGENCIES

Office hours are as stated above or as arranged between you and Ms. Callen. Every effort is made to return phone calls as soon as possible. ***If you or a family member are experiencing a mental health (or other) emergency, please contact the nearest emergency room or call 911.*** Non-emergencies phone calls will be returned during normal business hours to the number you provide.

Your signature indicates you have received this information and understand the content.

Name: _____

Date: _____