

COUNSELING ASSOCIATES, LLC
PATIENT RIGHTS AND RESPONSIBILITIES

1. Patient Relations

All patients have the right to be treated in a courteous, considerate, and dignified manner. If you have any issues that cannot be resolved with your clinician, please call your insurance company.

2. Confidentiality

Privacy and confidentiality are of the utmost importance to the clinical relationship. Please feel free to discuss the legal limitation of confidentiality with your clinician. Insurance companies are legally required to carry out quality assurance practices, and under some managed care plans, they will provide your primary care physician with information related to your case.

3. Financial – General

Patients are responsible for the payment of all applicable fees at the time of the visit. If you are a parent or guardian of a minor, all costs not covered by your insurance company will be your responsibility.

4. Financial – HMO/Managed Care Patients

Patients are responsible for the payment of copays at the time of the visit. If you miss more than two copayments, your eligibility for authorized services may be jeopardized. If you are unable to pay, please discuss this with your clinician. If you exhaust your benefits, you may make private arrangements with your clinician to continue care, or ask him/her or your insurance company, to make alternate arrangements.

5. Appointments

Your clinician will make every effort to arrange appointment times that are convenient for you. Specific hours vary by provider, but generally are during normal business hours. Appointments at other times may be available for special needs.

6. Authorization for Services – HMO/Managed Care Plans

In accordance with some insurance plans, pre-approval is required for all mental health and chemical dependency services. Non-compliance could lead to denial of benefits.

7. Exclusions

Some insurance plans do not cover involuntary or court ordered treatment. Psychological testing may or may not be covered under your insurance plan. If in doubt, please check with your insurance company. Testing or therapy not covered by insurance can be arranged for privately. Please consult with your clinician.