



*CDM Counseling & Consultation Services, LLC
51 North Main Street Suite 3K, Southington, CT 06489
& 246 Wolcott Road, Suite 3, Wolcott, CT 06716*

Re: Attendance/Payment Policy Review

Greetings, individuals and guardians of CDM Counseling!

Please see the information below as it pertains to our cancellation policy. It is on the documentation signed at intake

We are also providing a separate copy for therapy participants to keep and refer to as needed. Should you have questions regarding this information please let us know. There will be no exceptions to this policy. Thank you!

- There is a 24-hour cancellation policy. If for any reason you are unable to attend a session please call your therapist at CDM Counseling & Consultation Services, LLC. This will time stamp your cancellation. Any scheduled appointment that is missed and/or not canceled by the client more than 24 hours in advance will be charged a \$50 missed session fee. This fee will be charged to your credit card listed on file. We understand emergencies and severe weather can prevent proper notice; should this situation arise, please call and discuss it with us.
- If a client “no shows” for an appointment or if 2 sessions are missed, this will be documented in the client record and addressed with the client. An attendance contract can be drafted if appropriate. If attendance does not comply with expectations, CDM Counseling has the discretion to discharge the case.
- Each insurance plan is unique to your place of employment. Ultimately, it is your responsibility to understand and navigate your insurance benefits. If for any reason your insurance company denies payment, including but not limited to: deductibles, copays, ineligibility, your credit card listed on file will be charged immediately. If for any reason we are unable to charge to the credit card listed on file, or if your credit card is declined, you will have thirty (30) days to make payment. A payment plan can be discussed with your therapist and MUST be approved by the practice owner. Any balance not paid (or negotiated) within thirty (30) days, will be sent to collections. You will also be responsible for all costs that are incurred as a result of collecting on your account.
- Your insurance company only covers direct therapeutic services- all other services are charged separately and directly to you. This includes but is not limited to: telephone consultation services with other providers, written reports, meeting attendance, school meeting, and court attendance. Or other unmentioned case management activities. If you require your clinician’s participation in these services, please speak with your assigned therapist to obtain the fees associated with these services, as there is a separate financial agreement that will be provided to you. Service cost will range from \$50 to \$195 depending on service type.

If there are any questions or concerns, please contact your provider. Thank you!