

Billing Procedures

- CFC accepts most health insurances. You are responsible for your co-pays and deductibles. A Fee Contract is developed by the Billing Specialist who is available to explain your responsibilities if you have any questions at the initial intake session.
- If you do not have health insurance, your fee will be based on your income and number of dependent children according to our sliding fee scale.
- Our policy requires you to pay for service each time service is rendered. The receptionist will be available to receive your payment. Services may be temporarily or permanently withheld if you do not keep payments current. Specifically, if you miss two payments, services will be suspended until you are up to date.
- If you end treatment with us your bill must be paid in full before we can again offer you services in the future.

**IF YOU HAVE ANY QUESTIONS
ABOUT THE INFORMATION IN THIS BROCHURE
PLEASE ASK YOUR THERAPIST/COUNSELOR**

Child and Family Charities
4287 Five Oaks Drive
Lansing, MI 48911
Phone: 517.882.4000
Toll Free #: 800-301-7566
FAX 517.882.3506
www.childandfamily.org



Behavioral Health Division Program Information



Introduction

- We are pleased that you have chosen Child and Family Charities to provide therapy/counseling to you or your family. Our clinic is staffed with Clinical Social Workers and Professional Counselors
- We strive to provide quality and effective therapy/counseling services to residents of the Capital Area.
- Services are offered to children, adolescents, adults, families and couples.
- Therapists, counselors and office staff are always glad to answer any questions regarding our services.

Appointments

- Except for the initial appointment, all appointments are scheduled by the individual therapist/counselor and not the billing specialist.
- Appointment times are reserved for you. An appointment must be canceled twenty-four hours in advance.
- In addition, if you call to cancel an appointment, you must let your therapist/counselor or the receptionist know you wish to reschedule another appointment. One will not automatically be set-up.

Emergencies

- During business hours you may leave a message for your therapist/counselor to call.
- After hours and on weekends, the Agency's message includes the phone number of an answering service to call if you need to reach an agency representative. This is to be used for emergencies only.
- In addition, if you are experiencing a mental health emergency outside of regular business hours, you may call Community Mental Health - **Emergency Services at (517) 346-8460** or 800-372-8460. They are available twenty-four hours a day to take your call.

Sliding Fee Scale Benefits

If you are uninsured and utilizing the sliding fee scale, you will have 20 sessions per year at the rate established by the sliding fee scale. If you are unable to pay the fee established by the sliding fee scale, you may speak with your therapist/counselor about the option of a limited number of sessions at a reduced rate. If you wish to continue beyond 20 sessions, 20 additional sessions will be available at an increased fee to be determined.

Cancelled Appointments

- You will be charged \$35 for cancellations with less than twenty-four hour notice.
- If you cancel again without giving 24 hour notice, you may be discharged.

No Shows

- If you do not call to cancel your appointment but "no show" for your appointment, you will be charged \$35. You will be required to pay the full fee before you can schedule an appointment. If you do not wish to pay the full fee, you will be discharged.
- **If you no show three times you will be discharged.**

Address and telephone numbers

- It is important that we have your current address, phone number (both work and cell/home) and insurance information.
- Please notify your therapist/counselor if any of these numbers change while you are in therapy at this agency. If information is not current, we may be unable to reach you to cancel an appointment if your therapist/counselor is ill, or there may be unnecessary delays in processing your billing statements