

Tammy A. Summers, M.Ed., LPC
(919) 659-5570 office (919) 782-4770 fax

OFFICE POLICIES AND PROCEDURES

This guide to my office policies and procedures is designed to address some of the more frequent concerns that clients have about my services. If there are further questions, please feel free to address those with me.

CONFIDENTIALITY Your contact and all communications with me are strictly confidential. I only communicate with others if you have given me your written consent. However, I am legally required to release information to appropriate authorities when child abuse or a threat to harm yourself or others in a serious way is suspected. A court of law can require me to discuss your treatment if you are accused of a serious criminal offense or if your child's welfare is an issue in a custody dispute. If you use your health insurance, they will know you are a client and usually require a diagnostic code. More extensive information will only be released with your permission.

URGENT MESSAGES If you need immediate attention for an urgent situation, I can be reached by calling my voice mail at 919-782-7848. You may also leave a message on my home at 919-847-0949. If I cannot be reached, you should call Holly Hill Hospital RESPOND line at 919-250-7000, Wake County Mental Health at 919-250-3133, or go to your nearest hospital emergency room.

APPOINTMENTS AND CANCELLATIONS When an appointment is made, that time is set-aside for you and cannot be given to any other client. It is very important that appointments be kept. If an appointment time needs to be rescheduled or canceled, please call my office as soon as possible so that the time may be available to someone else. There will be a full fee charge for any missed appointment unless notice of cancellation is received 24 business workday hours in advance. Since I am not in the office on Fridays, cancellations for Monday need to be in by Thursday evening. Appointments may be canceled by leaving a message at 919-782-7848. Please note that insurance does not cover late cancellations or missed appointments.

PAYMENT FOR SERVICES Insurance reimbursement for mental health services varies widely and many health plans require initial certification for services. Please call your insurance company for clarification on your policy. Insurance can be filed with your carrier by my office if your insurance is Blue Cross Blue Shield (Costwise, Classic Blue, Preferred Care Select, Blue Options, Blue Advantage, Blue Care or Federal). Payments for therapy sessions are made at the time you are seen, unless your insurance company requires us to bill them directly (in which case you would only be required to pay your co-payment). You may pay by cash or personal check. There will be a \$25.00 fee for all returned checks.

OVERDUE ACCOUNTS In the event you do not pay for services according to the agreement made, my business office will contact you. If collection proceedings are necessary, in addition to forfeiting confidentiality rights with the collection agency, attorney and courts, you will also be responsible for interest on overdue balances (1.5% per month) and attorney's fees in the amount of 15% of the balance of your account. The interest will begin to accrue on any accounts that are over two months delinquent unless payments have begun to be made on the overdue accounts.