REFLECTIONS
Counseling Group

WELCOME GUIDE

Thank you for choosing Reflections Counseling Group for your mental health needs. We are elated that you chose us to walk alongside you on your healing journey. This guide will provide you with helpful information about our practice, policies, and services. If you have any questions, please feel free to contact us via email at info@reflections-counseling.com

615-208-2772

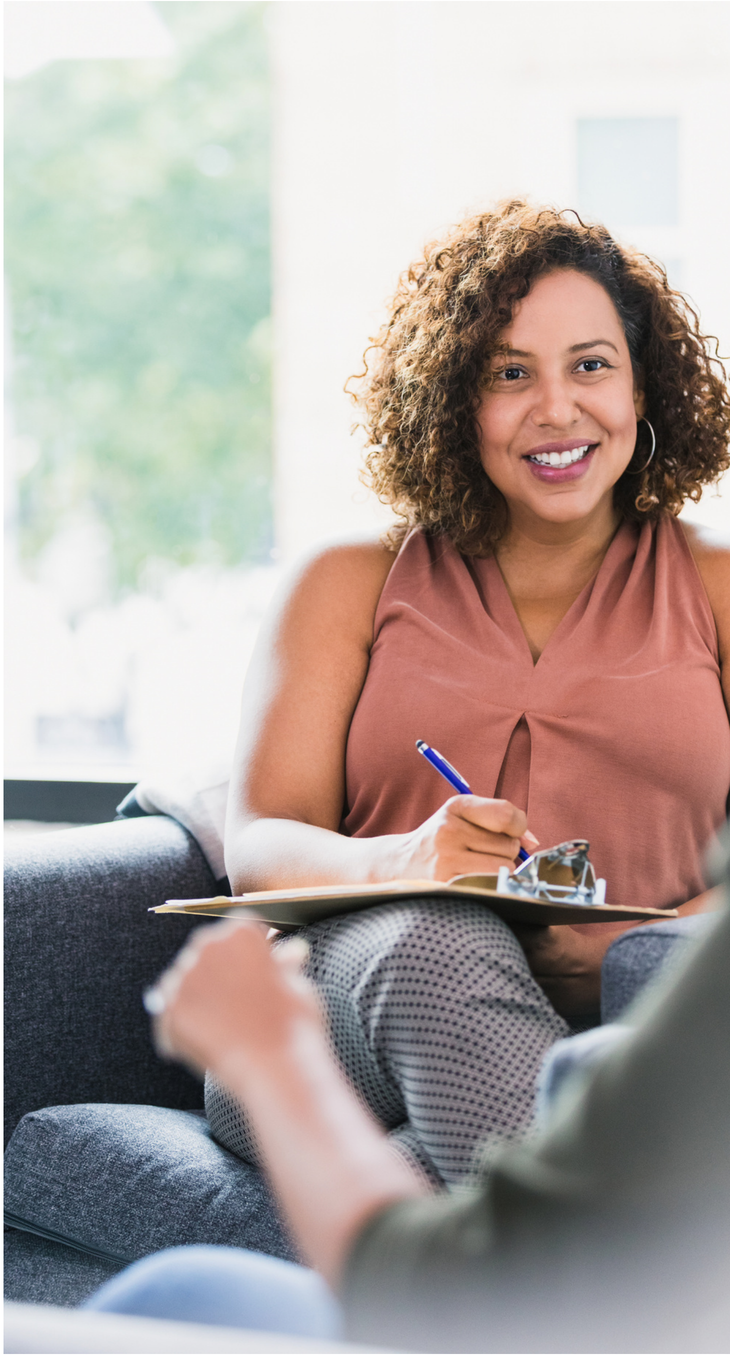
info@reflections-counseling.com

https://www.reflections-counseling.com/

PAYMENT OPTIONS

- Self-Pay
- Insurance (Cigna, Aetna, Optum/UHC, Tricare)
- EAP (Employee Assistance Program), Cigna, Aetna, Optum/UHC, Lyra, Concern

GOOD FAITH ESTIMATE



- You have the right to receive a "Good Faith Estimate" explaining how much your medical care will cost.
- Under the law, health care providers need to give patients who don't have insurance or who are not using insurance an estimate of the bill for medical items and services.
- You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least 1 business day before your medical servIce or item. You can also ask your healthcare provider, or any other provider you choose, for a Good Faith Estimate before you schedule an item or service.
- If you receive a bill that is at least $400 more than your Good Faith Estimate you can dispute the bill.
- Make sure to save a copy or picture of your Good Faith Estimate. For questions, or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or call 615-208-2772.

CHECKING INSURANCE BENEFITS

RCG will verify your mental health benefits upon receiving your insurance information and provide you with the benefits as given to us by the carrier.

Please note insurance rates are subject to change based on deductible met at the time of claims being submitted, specific services, etc. Therefore, this is considered an estimate until the full determination of benefits from your insurance company is reported to you via the Explanation of Benefits that comes directly from the insurance company. We will work diligently on our end to resolve any claims issues, however, ultimately the responsibility of the cost does fall on the client.

You can view account balances via the client portal at any time. If you are in need of any billing documents including statements for HAS/FSA accounts or superbills please email us at info@reflections-counseling.com.

CANCELLATION POLICY

Your appointment slot is dedicated to you solely. Clinicians take time to prepare and formulate the treatment you desire and need. We value your time and the commitment to the healing process. We ask for a 24hr notice of cancellations so that we can serve other clients in need during that time.
Cancellations can be done via phone or email with 24hr notice at no charge. Late cancellation is considered a cancellation with less than 24hr notice. No show is not showing up for an appointment with no notice or communication.
There is a 10 minute grace period from the start of the session. After that grace period, with no communication, your appointment will be cancelled, and you will be charged a no-show fee.
Please note insurance does not cover these fees and they are solely the client's responsibility. All clients are required to keep a card on file and the card will be charged for these fees as incurred.

CANCELLATION POLICY cont'd

Below is the fee schedule for late appointment cancellations and no-shows.

	Late Cancellation Fee	No Show Fee Full Session Fee
LICENSED THERAPISTS	$75	$130
TEMP LICENSED THERAPISTS	$50	$100
MASTER'S LEVEL THERAPISTS	$45	$75
INTERN THERAPIST	**$25**	**$50**

THERAPYNOTES CLIENT PORTAL

Each client will be given a personal client portal to manage appointments, complete documentation and review and complete payments and invoices.

CLICK HERE TO ACCESS PORTAL

KEEP READING TO LEARN HOW TO NAVIGATE THERAPYNOTES.

HOW TELEHEALTH WORKS

Appointment reminders will come via email on file (please ensure this is always updated and current.) You will receive a reminder from the client portal as well as from your therapist with the link to join the session. The link is the same for each session. We encourage you to save the link to make it easier to access on demand. While telehealth does afford you a bit more freedom to meet with your therapist without the hassle of traffic and such, it is still required that you are in a quiet place, have a good internet connection, and minimal distractions. You are more than welcome to be in your home, in your car, in a breakroom, etc., however, you should not be driving, grocery shopping, or actively doing things that will decrease your ability to focus and fully engage in your session. If there are too many distractions your session will be cancelled.

The sessions are conducted on the Psychology Today platform. We recommend that if you are using a mobile device, you download the Sessions by Psychology Today App for easier access. Look for the yellow couch!

GET IT ON Google Play

Download on the App Store

Congratulations on taking care of you!

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OFFICE LOCATION
110 GLANCY STREET, SUITE 203
GOODLETTSVILLE, TN 37072

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FAX: 615-528-5290

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