



## **Client Agreement**

**Please read document in its entirety**

### **Appointments and Fees**

Agape's standard rate is \$100 per session for both In-Person or Telehealth. Sessions run between 53-55 minutes. Our office accepts cash, personal checks, and most major credit cards including health savings or flex spending accounts. **All fees and co-pays are payable to Agape at the time of each session.** A \$25 fee will be charged for any checks returned due to insufficient funds. In addition to this fee, other fees from your banking institution may be assessed.

*Be aware that it is not our policy to serve as a witness or advocate for you in court proceedings; however, if we need to prepare documents for any court proceedings, reasonable fees will be assessed.*

### **Cancellation Policy**

We request a 24-hour cancellation notice. "No-Shows" or cancellations without 24-hour notice are subject to a cancellation fee of \$50. We understand that life presents circumstances which prevent clients from making a scheduled appointment. We take these circumstances seriously and will allow a one-time breach. To avoid a **cancellation fee of \$50 to \$100 please contact the office at least 24 hours in advance.** Our office staff is available to take your calls Monday thru Friday, 9am to 4pm. If you are cancelling outside of normal business hours, please leave a voicemail or send us an email; [agape@agaperoc.org](mailto:agape@agaperoc.org). All messages are timestamped and could avoid a fee.

### **Insurance**

**By far, the question most asked is, "Do you accept insurance?". We do! However, Excellus BCBS is the only provider and not all counselors participate.**

For our non-participating counselors, you, as a Health Insurance member client, will be paying the full out of pocket fee and understand you may not be eligible for any type of reimbursement from your insurance company for services rendered at Agape.

*If you choose to use insurance, please understand, complete confidentiality cannot be maintained, as insurance companies require your diagnosis be reported to receive payment or reimbursement.*

*Regardless of insurance coverage, full payment will be required at the time of your session.*

### **Employee Assistance Programs**

Agape is affiliated with several Employee Assistance Programs. To determine if this is a benefit your employer offers, contact your HR or Benefits department.

*Continued next page.....*

***SIGNATURE REQUIRED ON BACK PAGE***

### **Phone Calls**

We realize that you may, from time to time, have the need to speak to your therapist in between sessions. While we do not charge for simple questions, phone calls lasting more than 10 minutes will be considered a Telehealth session and will be charged at our normal hourly rate based on the following. 11 – 15 minutes – ¼ rate; 16 – 30 minutes – ½ rate; 31 – 45 minutes – ¾ rate; and for a phone call lasting more than 45 minutes, we will need to charge you the full session rate. If your insurance does not cover telehealth and/or phone sessions the charge will be the sole responsibility of the client.

### **Confidentiality**

In general, the law protects the confidentiality of all communications between a client and a psychotherapist. We require a signed consent before releasing any information. However, there are exceptions to this rule. Exceptions include, but not limited to:

1. Our legal obligation to report suspected abuse or neglect of children, elderly, or disabled persons.
2. Our legal obligation to protect a client who is at imminent risk of harm to self or others.
3. Our legal obligation to comply with a judge's court order of subpoena of records.

### **Privacy Practices**

Agape Counseling Associates respects the privacy of its clients. Clients may expect that their records with Agape Counseling Associates will be kept in private. The following details the Agape Privacy policies:

- Records may not be released from Agape Counseling Associates to any other person or organization without written consent of the client. (Records of minor children may be an exception to this policy). Please consult your counselor or office staff for details.
- Client records are kept on a secure server and/or in locked files only accessed by Agape employees.
- Client information is not transmitted via computer (email)
- Computer screens are shielded from public view.
- Every effort will be maintained within the office environment to protect clients; however, a common waiting room is used.
- Clients may review their records with some exceptions. Please consult your counselor for the procedure.
- Any client concerns about privacy should be addressed by your counselor or to the Executive Director of Agape Counseling Associates.

### **Agape Communication**

Our administrative office phone lines are open Monday thru Friday from 9am to 4pm. When the office is closed there is confidential voicemail available along with email, [agape@agaperoc.org](mailto:agape@agaperoc.org), to take a message. It is our policy to get back to you by the next business day. Each counselor has their own confidential voicemail as well as individual email.

**Your signature below indicates you have read this document in full; you understand each topic outlined, any questions have been answered and you are in full agreement.**

Client Signature \_\_\_\_\_  
(parent/guardian signature for anyone under 18 years of age)