



**CONSCIOUS
HEALING**
AWAKENING YOUR TRUE POTENTIAL

Payment Policy

Thank you for choosing Conscious Healing. To ensure the smooth operation of our practice and to provide you with the best care possible, we have established the following payment policy.

Collection of Payment: Payment for all services rendered is due at the time of service unless otherwise determined in writing in advance.

Card on File: By default, Conscious Healing will maintain a card on file for all clients to process payments at the time of service or on the specified payment schedule. Clients may opt out of maintaining a card on file by requesting and completing an opt-out form. If a client opts out of maintaining a card on file the client must provide payment before their appointment(s) or group(s) and will not be approved for an alternate payment arrangement. If a client has a card on file but wishes to use an alternate payment method they may provide payment using any of the accepted **payment methods** before their appointments, or prior to the date of their upcoming **payment arrangement**.

Payment Arrangements: If you anticipate difficulty in making payment, please discuss payment arrangements with our billing department in advance. Payment arrangements can include a request to provide payment on a specific day of the week, a request to pay for services on a biweekly basis or in alignment with your pay cycle, a request to pre-pay for services for a specified period, or a request to spread out your anticipated payments over the course of your treatment. Payment arrangements must be specified in writing and may be provided in your financial agreement at the start of treatment, or requested during treatment if a modification is needed.

Non-Payment: Failure to make required payments for two consecutive weeks will result in the cancelation of upcoming sessions. If the client is engaged in individual therapy, all future individual sessions will be canceled, and the client will need to bring their account current before rescheduling their appointments. The client's recurring appointment time will be held for one week after the notification that their account is past due but may no longer be available if the account is not brought current within that week. If the client is engaged in group therapy, the client will not be able to attend group until their account is current. A delay in group treatment may necessitate a reassessment before resuming treatment. Chronic non-payment may result in discharge, and past-due accounts will be sent to collections. Discounted rates are null and void in the event of non-payment.

Payment Methods: We accept various forms of payment including cash, checks, and credit cards. If a personal check is returned there will be a \$35 returned check fee, and personal checks will no longer be accepted. In lieu of personal checks, cashier's checks or money orders will be accepted.

Insurance: If a client has insurance coverage, it is their responsibility to provide a copy of their current card before services are rendered. If the insurance information is not provided in a timely manner, services will be billed to the client at the cash-pay rate. If the client's insurance policy requires a referral from their primary care physician, it is their responsibility to ensure that all necessary authorizations and referrals are obtained prior to services being rendered. All copays, coinsurance, and deductible amounts are due at the time of service. See our list of partnered insurance policies for more information about your insurance coverage.

Late Fees: A late fee of 5% may be added for payments not received within the specified timeframe.

Refunds: Refunds will not be issued for services rendered, or for no-show/late cancelation fees. Overpayments will be applied to the client's account and applied to future services rendered. Refunds will be issued for unused account credits at the time of discharge.

By receiving services from our practice, you acknowledge that you have read, understood, and agree to comply with the terms and conditions of our payment policy. We appreciate your cooperation and understanding regarding our payment policy. If you have any questions or need further assistance, please feel free to contact us.