



**Jennifer Morris, M.A. LPC NCC**

**NOTICE OF POLICY CHANGES EFFECTIVE ON 2/1/20**

This letter is to inform clients of policy changes currently in effect for Jennifer Morris Mental Health Counseling, LLC. Effective on February 1<sup>st</sup>, 2020, clients must now provide 8 days of notice prior to canceling an appointment scheduled during holiday weeks. Failure to provide 8 days cancellation notice during designated holiday weeks will result in a charge of the full billed amount. All late cancel or no-show fees will be exacted using the credit card on file unless otherwise previously agreed upon between client and therapist. The holiday week schedules for 2020 are: July 1<sup>st</sup>-July 8<sup>th</sup>, November 21<sup>st</sup>-November 28<sup>th</sup>, and two weeks between December 21<sup>st</sup>-January 4<sup>th</sup>. Jennifer Morris Mental Health Counseling, LLC, has the right to use the credit card provided to exact any outstanding balance after 30 days of discontinued client contact or failure to pay. 48-hour cancellation notice still applies outside of those designated holiday weeks. Clients are responsible for updating the credit card on file. Jennifer Morris Mental Health Counseling, LLC, may refuse scheduling new appointments until the prior balance is paid. In the event a client arrives 15 minutes or more past the scheduled appointment time, the client may be charged for the full session fee without services rendered. Additionally, if cancellations become a pattern, therapy may be discontinued in order to accommodate clients on the wait list. Appointments will be offered on a first come for serve basis, giving precedence to weekly recurring appointments. All other appointments will be made using the therapynotes client portal software for access to my current schedule availability. It will be the responsibility of the client to schedule their own appointments using the online portal. Lastly, if you are using your health insurance plan to cover the cost of sessions, your rates change annually in accordance with the price set by your plan. Clients using Blue Cross Blue Shield or Blue Care Network insurances can expect their cost to go up effective on July 1<sup>st</sup> of every year. If you are currently paying a deductible, you will notice the increase in the amount collected per session. If you pay a co-insurance of the amount billed (a percentage), then it will increase accordingly. If you have a set copay then the increase will not change the amount you pay. In the event an insurance policy retroactively recoups claim payment, clients are responsible to pay the difference to Jennifer Morris Mental Health Counseling, LLC. Please do not hesitate to inquire with questions, comments, or concerns. Jennifer Morris Mental Health Counseling, LLC, appreciates your cooperation and understanding in order to efficiently provide continued support to the community.

Your signature indicates that you understand and will comply to the changes listed above:

\_\_\_\_\_  
Client Name (Printed)

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Counselor Signature