



## PATIENT POLICIES & PROCEDURES

Welcome to Jean Miller Counseling Center. The following information is to help you become better acquainted with our practice policies and procedures. Thank you for choosing Jean Miller Counseling Center for your counseling needs.

**WAITING AREA:** There is a small table with chairs just in front of the elevator as you come off on the lower level. There is also a room with a table and chairs just inside the hallway to the left of the elevator. It is the first room on your right when you come through the glass door leading into the hallway. Please wait in either location and your therapist will come and get you.

**APPOINTMENTS:** If you need to cancel an appointment please do so 24 hours prior to your appointment. A fee of \$50 will be charged to your account for missed sessions or if cancellation is not made 24 hours prior to your appointment. Exceptions can be made in cases of emergency or unavoidable circumstances.

**EMERGENCIES:** During regular office hours please call your therapist and leave a message. He or she will return your call as soon as he/she is available. If during non-office hours please call 911 in the case of any emergency.

**FINANCIAL RESPONSIBILITY:** You are fully responsible for the costs of all services provided. Jean Miller Counseling Center will bill your insurance company if your therapist is in network with your particular insurance carrier. If your therapist is not in network with your insurance carrier you must pay our full fee up front and then file yourself for reimbursement from your insurance carrier. Further, you are responsible for all co-pays and deductible amounts and payment is expected at time of service unless otherwise discussed with Jean Miller Counseling Center. Payments can be made by check, money order, Visa, MasterCard, Discover, or cash if you have the correct change. A fee of \$25 will be charged for any returned check.

**INSURANCE BILLING:** Jean Miller Counseling Center will verify your insurance coverage and benefits when you submit your insurance information if your therapist is in network with your insurance carrier. The verification of benefits from your insurance company does not guarantee payment. We will inform you of your insurance benefits as provided by your insurance company on your first visit. We will submit all appropriate claim forms to your insurance carrier for reimbursement; however, you are responsible for any charges not paid by your insurance company. We do not bill insurance companies that are not contracted with Jean Miller Counseling Center. You will be given receipts for services paid and you may file for reimbursement yourself.

**CONFIDENTIALITY:** All of your records at Jean Miller Counseling Center are the property of Jean Miller Counseling Center and will be treated as confidential. We conduct routine record audits to ensure quality and confidentiality. To comply with state and federal laws requiring confidentiality, your records will not be released without the properly executed authorization for release forms. All information about your care will be held in strictest confidence (with the exception of mandated reporting). You may choose to have a third party informed of your progress and treatment at Jean Miller Counseling Center such as your pastor, doctor, family member, or other treatment providers. If so it will be necessary for you to sign an informed consent for release of information to that third party.

**BEFORE TREATMENT WILL BE PROVIDED:** Please sign below indicating that you have read and understand the above information. A copy of this consent may be requested for your personal records. Your consent can be revoked at any time for future treatment.

---

Patient/Guardian Signature

Date

Jean Miller Counseling Center LLC  
440 W Boughton Rd. Suite K  
Bolingbrook, IL. 60440  
630 759 6615 Office  
630 759 6675 Fax