

Judith Reyes, LCSW  
1101 South Capital of Texas Highway  
Bldg. A, Suite 200  
Austin, TX 78746  
512.306.8500  
OFFICE POLICIES

### Financial Policy

- My fee is \$140 per sessions for a 50 minute session unless other contractual arrangements have been made by me with your insurance company.
- Payment or insurance co-pay is expected at each session unless we make an alternate arrangement.
- Your insurance is a contract between you and your insurance company.
- After your initial visit, I will give you a form to assist you in verifying your insurance coverage. If I am a provider for your insurance company, I will file your insurance claims if you agree to have your insurance company reimburse me directly for services rendered.
- You will also be responsible for calling your insurance company in the event a claim is denied or paid incorrectly. If your insurance company does not pay for services rendered for any reason, you will be responsible for the full payment of my fees.

### Cancellations and Missed Appointments

- Once an appointment is scheduled, you will be expected to pay for that time unless you provide 48 hours notice of cancellation.
- It is important to note that insurance companies do not pay for missed or cancelled appointments; therefore, you are responsible for the full amount (your co-pay plus the amount I would have received from your insurance company.)
- Exceptions to this policy may be made for emergencies.

### Confidentiality

- I am bound by my professional code of ethics to keep our communications confidential. The exceptions to this rule are if you are evaluated to be a danger to yourself or others, if there is information pertaining to the abuse or neglect of a minor, the disabled or the elderly, if there is a subpoena ordering your records, or if you give me written consent to release your records.
- In order to file a claim, I will need to share pertinent information to my claims processor and your insurance company. This will usually be limited to the information on the **Client Information Form**, your diagnosis, and the type of service rendered, e.g. individual psychotherapy, family therapy, etc.
- I may find it occasionally helpful to consult other mental health professionals about a case. During a consultation, I do not use your name or any other

identifying data to protect your confidentiality. Unless you object, I will not discuss these consultations unless it is important to our work together.

Contacting Me

- Due to my work schedule, I am often not immediately available by phone. When you call my office number you will reach my confidential voice mail, which I monitor frequently Monday-Friday during regular business hours. I will make every effort to return your call that same day except on weekends and holidays.
- If you are unable to reach me and you are in urgent need to speak to someone, you may call the MHMR Crisis Hotline at 472-4357, or you can call 911.
- If I am unavailable for an extended time, I will have a colleague covering my calls. Instructions for reaching the on-call person will be on my office voice mail.

I have read Judith Reyes' office policies and agree to the terms described therein.

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