

INFORMATION TO ALL CLIENTS

Welcome to the Center for Mental Health where it is our mission to provide quality services to all Clients. Provided for you here is general information about The Center and vital information regarding your treatment.

- **OFFICE HOURS** at most Center offices are **8:00 am to 5:00 pm Monday through Friday**. Please check at the Center office where you are receiving services for correct office hours.
- **EMERGENCIES**, 24 hours per day 7 days a week, and after hours **CALL 970-252-6220**.
- **CHILDREN** under 15 coming to the Center for an appointment **MUST BE ACCOMPANIED BY AN ADULT**.

FEE POLICIES AND PROCEDURES

- **FEES FOR SERVICE MUST BE PAID PRIOR TO THE BEGINNING OF EACH SESSION.** If you are unable to pay at the time of service, or other arrangements have not been made in advance, please call to reschedule your appointment for a time when it will be convenient for you to make a payment.
- **FORMS OF PAYMENT:** The Center for Mental Health accepts cash, personal checks, money orders and debit or credit cards (Visa, MasterCard, or American Express) for payment of Services.
- **INTAKE/THERAPY/PsYCHIATRIC SERVICES FEES:** A sliding fee scale will be used for all persons who do not have insurance or another payer. A sliding scale is used to determine intake, therapy, and psychiatric services fees. In order to qualify for the sliding fee scale fee, a copy of your most recent tax return and a copy of current pay stubs from all family income must be presented. Fees are agreed upon at the initial appointment. If you do not wish to submit income information, the Center's maximum fee for the service you are receiving will be assessed. All court ordered Level II clients will receive a separate fee policy sheet.
- **MEDICAID:** Some Medicaid cards require a co-payment. Clients on Medicaid must present their card prior to each session. If a co-pay applies, payment is expected prior to the beginning of each session.
- **MEDICARE:** Clients who do not have Medicaid or a supplemental insurance are responsible for their deductible and co-insurance. A minimum payment of \$25 per session toward deductible and co-pay responsibilities is due prior to each session. As billing information is received from Medicare, appropriate billing adjustments will be made. Clients will be informed if additional payments are owed, or if there is a credit balance on their account. Immediate payment on any balance due is expected.
- **PRIVATE INSURANCE:** If private insurance is billed, the client's co-pay (if known), otherwise the designated fee must be paid prior to each session. The insurance company will be billed a full cost. Any amount collected over the cost of services will be refunded.
- **CANCELLATIONS:** Cancellations must be received at least **24 hours** prior to a scheduled appointment so that we may fill that time with another client who needs the service. Appointments not cancelled will be considered a **"no show"**. Continuation of services will be reevaluated if a client has more than three **"no shows"** in an eight week period.
- **OUTSTANDING BALANCES:** Clients with prior outstanding balances are required to work out a payment schedule with the front desk. Clients shall not be allowed to accrue more than two sessions' fees, or a \$100 maximum outstanding balance.

Thank you for your cooperation

Guidelines for Fee Reductions are from the Colorado Department of Mental Health Services.