



Tiffanie A. Thompson, LCSW
CityCare Counseling, Inc.
10845 Harney Street, Suite 200
Omaha, NE 68154
Phone: 402.916.9421
Direct: 402.682.7660
Fax: 402.999.8221
mail@tiffaniethompson.com

Client Information

Office Hours

My office hours vary depending on appointments, meetings or trainings I may be attending outside the office.

Telephone

Since I do not answer my telephone during sessions, you will most often reach my voice mail when you call the office. Please leave your name, number, and message along with times that you are available for a return call. I will return your call as soon as possible.

Emergencies

In case of an emergency, please call the above number. An emergency is defined as a time when you are at risk of harming yourself or someone else. Again, because I do not answer calls during sessions and because there may be other times that I may not be able to be reached, if you are unable to contact me and need assistance right away, please contact your doctor, go to your nearest emergency room, or call 911.

Appointments

You can expect your appointment to begin promptly. Sessions are generally 50 minutes in length. If you need to cancel an appointment, please let me know as soon as possible. Should I need to cancel an appointment due to an emergency, I will contact you as soon as possible.

Confidentiality and Exceptions

Information about you cannot be released without your written permission. There are exceptions to this rule with regard to safety. I am required by law to report if:

- 1) there is reason to believe that a child or vulnerable adult is being or has been abused
- 2) a client is threatening to harm themselves
- 3) a client is threatening to harm another person

Additionally, I may have to share records if I am subpoenaed by a court of law. This is very rare, and I will discuss this with you if it should arise.

If your child is involved in therapy sessions, please note that we will be discussing confidentiality as it regards your child. In general, I do not share specific information about an adolescent's sessions with their parents unless there is a safety risk for the child. This is necessary to ensure that the child feels able to share freely in sessions. However, I will be sharing issues such as diagnosis, treatment plans, and general information about how treatment is progressing.

Terminating Services

Ideally, the decision about when therapy is complete is made together. When we have agreed that your therapy goals have been met, we will work together to set goals for your future.

Should you decide that you want to end therapy earlier than expected, please plan to attend at least one final session. This will give us an opportunity to sum up the work we've done together.



Tiffanie A. Thompson, LCSW
CityCare Counseling, Inc.
10845 Harney Street, Suite 200
Omaha, NE 68154
Phone: 402.916.9421
Direct: 402.682.7660
Fax: 402.999.8221
mail@tiffaniethompson.com

Financial policies

My priority is to provide you with the best service possible. In an effort to maintain mutual respect between myself and my clients, and in an effort to minimize any misunderstandings, financial policies are addressed and agreed upon from the beginning.

- Individual and family sessions are \$95 per 50 minute session or \$140 per 75 minute session.
- Payment is expected at the beginning of each session. At times there is a need for special arrangements. If this is the case, please let me know this as soon as possible so that we can develop a plan.
- There will be a service charge of \$35.00 for returned checks and you may be asked to pay cash for future sessions.
- A \$50.00 fee will be charged for missed appointments where no notice is given. A \$25.00 fee will be charged for sessions where less than 24 hours notice is given. If unavoidable circumstances such as lead to a missed session, these will be assessed on a case-by-case basis. Insurance companies only cover for sessions attended, so the client is fully responsible for this charge.
- When a non-custodial parent is expected to pay for services to a minor, it is the custodial parent's responsibility to assure that payment arrangements are made. If there is a dispute or problem regarding fee payment, the parent who requested the services will be held responsible for those fees.

The above stated fees may be subject to change in the future. Notification will be given if this occurs.

Insurance/Managed Care

I work with several insurance companies, each with their own requirements for authorizing treatment sessions. I make every reasonable effort to understand your coverage and to help you get the benefits your coverage offers.

At the same time, you are responsible to know and understand the benefits and limitations of your policy. You should know your co-pay amount, your annual deductible amount, your lifetime benefit, whether pre-certification of sessions if required, and you should know if your coverage limits the maximum number of therapy sessions you can have each year.

Please be aware that most insurance companies take the following position: The authorization of services is not a guarantee of payment. Consequently, you are responsible for any portion of the bill that is not paid by your health care benefits plan.

If you do not have insurance I will work with you to develop a payment plan that makes counseling available to you. If this is not possible, I can assist you with finding services with agencies in town that have funding for uninsured individuals and families.