

## Frequently Asked Questions

<b>Do you provide consultations prior to scheduling a new appointment?</b>	Yes. Consultation is provided at no cost, for 15-20 minutes, over the telephone.
<b>Is a fee imposed for late cancellations/no shows?</b>	Yes. Prior to scheduling your next appointment, you must pay a fee for late cancellations and no shows.
<b>Are evening appointments provided?</b>	Yes. Appointments are scheduled for evenings, Monday – Thursday.
<b>Are weekend appointments provided?</b>	No.
<b>Is insurance accepted?</b>	Yes. Most insurance plans are accepted.
<b>Do you complete FMLA (Disability) paperwork?</b>	No. You should consult with a psychiatrist or primary care physician.
<b>Are you an EAP provider?</b>	Yes. Most EAP plans are accepted.
<b>Do you accept private pay?</b>	Yes.
<b>What forms of payment are accepted?</b>	Payments are accepted via cash, credit card, and/or debit card.
<b>Is self-scheduling available?</b>	Yes. Self-scheduling appointments is available for clients who have an active account in the client portal.
<b>Do you provide telehealth sessions?</b>	Yes.
<b>Do you provide in-person sessions?</b>	No.
<b>Do you accept HMO health insurance plans?</b>	No.
<b>Do you schedule standing appointments?</b>	No. Appointments are scheduled one session at a time.
<b>Do you write emotional support animal letters?</b>	No.