

Christina Taylor, LPC, PLLC  
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**PAYMENT & CANCELLATION POLICY**

**Please read the following policy carefully, ask any questions you may have, and sign in the space provided. A copy will be provided to you upon request.**

1. **Credit Card Storage.** It is my policy to keep a credit card on file for each patient. I utilize a secure, HIPAA compliant online billing system, which is where all credit card information is stored. You may still choose to make your payment by check, cash, or a card different from the credit card on file at the time of service. In the event of a missed session or late cancellation, I will charge the \$50 cancellation fee to the card on file, unless an alternate form of payment is identified. I will never apply any charges to a stored card without prior notification.
2. **Missed Appointments.** In the event that you are unable to attend an appointment, I require that you provide at least 24 hours' advance notice via phone, e-mail, or text message, to avoid a cancellation fee. This courtesy allows me the chance to schedule another session for someone in need during that timeslot. If you do not cancel at least 24 hours prior to your appointment, or if an appointment is missed completely, you will be billed a \$50 cancellation fee. I appreciate your help in keeping the office schedule running timely and efficiently.
3. **Insurance/Co-payments.** If you are utilizing insurance, all co-pays and co-insurances are due at the time of the office visit. I must be able to verify your insurance coverage prior to your initial appointment, or else you will be responsible for the full session fee. Please be aware that some, and perhaps all, of the services you receive may be non-covered or not considered reasonable or medically necessary by your insurer. In the event that reimbursement is denied by your insurance company, you will be responsible for any remaining balance.
4. **Additional Fees.**
  - Document Requests:** For all document requests, there will be a flat fee of \$15, as required to create, compile, and deliver the requested documentation. For any documents longer than 5 pages, there will be an additional fee of \$1 per page. These requests include, but are not limited to: Letters, Record Requests, Treatment Summaries, Work, School, or FMLA Forms, Recommendations, Subpoena Duces Tecum Compliance, and other document requests.
  - Subpoenas/Court Appearances:** In the instance that I am subpoenaed for court or other legal proceedings (e.g. providing testimony as an expert witness), there will be a flat fee of \$800 per day, for any part of a day, that I am required to be present. Courtroom scheduling and proceedings are often unpredictable, and as a result, I will need to clear my entire schedule and cancel any currently scheduled clients for the day.

I have read this policy and agree to its terms.

\_\_\_\_\_  
Client Signature (Client's Parent/Guardian if under 18)

\_\_\_\_\_  
Date