

REBECCA LOWRY, MA, LPC

Office Policies

Please keep this information for future reference.

When you come in for your session, please take a seat in the waiting room and I will come out to greet you at our scheduled time.

The charge for the initial session is \$120. Subsequent sessions are either 45 minutes at \$85 or 55-60 minutes at \$110.

For contact between sessions, call the office number or send an email. I will check messages several times daily, except on weekends and holidays. **If you experience an after-hours emergency, please call one of the following: (1) Forsyth Medical Center's Crisis Response Team at 1-800-718-3550, (2) 911 or (3) your primary care physician.**

Please make payment, in the form of cash (exact amount), check, or credit/debit card, to the therapist at the beginning of each session. There will be a \$25 service charge for returned checks. Credit and debit card payments may be made in the office or through the website.

To make a payment by credit or debit card through the website:

- Go to my website: www.rebeccalowry.com
- Chose the Client tab at the top, select "Rates & Payments" and scroll down to "Make a Payment" button.
- Enter the amount you wish to pay, and click "Make Payment."
- You will then be taken to the PayPal website where you can pay using your credit or debit card or your PayPal account if you have one.

If you need to cancel or reschedule appointments, notify me at least 24 hours in advance. Failure to provide 24 hour notice, except in the case of emergency (including illness), may result in a charge for the missed session. Fee for the first late cancellation or no show will be \$25. Fees for subsequent late cancels or missed sessions will be \$50. Your insurance will not cover this charge.

Please notify me if there are any changes in your address, phone number, insurance plan or marital status.

In the event of inclement weather, I will attempt to contact you by phone regarding your session time. You may also call 336-794-4008 to hear schedule changes.

FEE SCHEDULE - EFFECTIVE May 15, 2013

| <i>CPT code</i> | |
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| 90871 Initial consultation | \$120.00 |
| 90834 Individual counseling (45 min) | \$ 85.00 |
| 90837 Individual counseling (55-60 min) | \$110.00 |
| 90847 Family or couples counseling (55-60 min) | \$115.00 |
| 90853 Group Therapy | \$ 40.00 |
| Review of records | \$ 60.00 per hour |
| Minimal phone consultation or correspondence | No Charge |
| Extensive phone consultation or correspondence more than 15 minutes | \$100.00 per hour (prorated) |
| First missed appointment | 25.00 |
| Subsequent missed appointments | \$ 50.00 |

Insurance will not reimburse for review of records, extensive phone consultation or missed appointments.