

**Kairos Counseling, LLC**

**Carol Krentz, M.A.C., LPC**

1715 Deer Tracks Trail, Suite 260

St. Louis, MO 63131

Phone: 314.882.0495

201 South Skinker Boulevard

St. Louis, MO 63105

carolkrentz@kairosounselingstl.com

---

**Payment and Missed Appointment Policy**

Welcome to Kairos Counseling. Please take a few minutes to acquaint yourself with my policies.

**Payment for Services:** Counseling sessions usually run 60 minutes. The standard hourly fee is \$85.00\*; additional time is billed to the quarter hour. My practice is to ask clients to pay as we proceed. ***Please present payment at the beginning of your session.*** Where insurance is applicable, I will receipt you personally with a diagnostic receipt that you may file with your insurance company who will reimburse you. Please note that: a) some companies do not reimburse for counseling services and, b) insurance coverage policies are often changing. This means you are responsible for insurance questions. I may be able to help where you direct me, but you are ultimately responsible to ascertain coverage and initiate filing diagnostic receipts. Such receipts are given upon request.

**Missed Appointments:** Your cooperation in keeping scheduled appointments is expected. To cancel an appointment, you are required to notify me 24 hours in advance. ***If you cancel or do not keep an appointment without appropriate (24 hours) advance notice, you will be charged the full hourly fee (\$85.00) for the time you reserved for an appointment. Insurance does not pay charges for reserved time; you will personally be responsible for any such charges.***

If you have any questions at all, please feel free to ask me.

***We have read and agree to the above policies.***

**Signed** \_\_\_\_\_

Date \_\_\_\_\_

**Signed** \_\_\_\_\_

Date \_\_\_\_\_

*\*Sliding Scale Fee available upon request pending additional paperwork fulfillment*