

Kairos Counseling, LLC
Carol A. Krentz, MAC, LPC
201 South Skinker Boulevard, St. Louis, MO 63105
1715 Deer Tracks Trail, suite 260, St Louis, MO 63131
Phone: 314-882-0495
carolkrentz@kairoscounselingstl.com

Payment and Missed Appointment Policy

Welcome to my office. 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 at the **beginning of each** 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 may 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.

I have read and agree to the above policies.

Signed _____ **Date** _____

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

**Insurances will contract for their particular fees. If your insurance has contracted with Kairos Counseling, you will be responsible for your co-pay or deductible at time of service.*