

Practice Policy

Thank you for choosing Apogee HSC, LLC for your behavioral health needs. The following practice policy has been updated to ensure that we maintain a productive and beneficial relationship.

Appointments

- In person sessions are available on a limited schedule for the time being.
- Appointments are held virtually via Zoom. Please be on time for your appointment. Clients arriving late will be seen for the balance of their appointment time. I make every effort to be on time. If I run over with a prior client, I will do my best to notify and make up the time to you.
- While it is infrequent, I am sometimes called upon to respond to critical incidents and may need to reschedule your appointment. I will always do my best to give you advance notice.

Involuntary Termination

- Clients with **2 consecutive no shows, late cancellations**, or a pattern of unkept appointments will be terminated. If you decide to continue, there will be a **\$75.00 missed/late-cancel session fee** for each occurrence thereafter. In the event that you are closed for services, I will be happy to assist you with names of providers in the area.

Sessions Structure

- Initial evaluations last **50-65 minutes**.
- Regular psychotherapy appointments are **45- minutes**.
- During your session, please make every effort to be fully present. Attending to other tasks, like answering the phone, while discussing your mental health takes away from your ability to fully assess and address your treatment needs. Please ensure that your connection is reliable and that your system is properly charged or plugged in. While internet signals may fluctuate from time to time, constant interruptions break the flow and hinder progress.
- Therapy homework, when assigned, is important and a good indicator of your commitment to the process. Please devote time in your schedule to complete it.

Fees

- Your insurance information is verified at the beginning of treatment. However, regardless of insurance coverage, **full payment for appointments is your responsibility**. Thus, **personal payment information needs to be on file with the practice**.
- If acceptable insurance coverage is carried, our office will be happy to bill your insurance as a courtesy to you. If you are not covered by insurance the full fee will be required at the beginning of each appointment.
- If you carry a deductible or copay, the appropriate amount will be billed to your card following each session.
- If your account accrues an **unpaid balance greater than \$200.00** another appointment will **not be scheduled** until payment is made.
- If you have special circumstances and need to make payment arrangements, please work this out with our office prior to treatment. Our work together can best proceed when financial issues are worked out ahead of time. Please promptly communicate all changes to your insurance coverage.

Messages and Emergencies

- If you have a medical emergency, please call 911.
- **Urgent Issues:** For issues that *cannot wait* until the next business day and occur after hours or on holidays and weekends please send a text message to **978-913-8114**. Otherwise, please make every effort to communicate via the client portal in accordance to HIPPA.

Practice Contact Information

Address Apogee Human Services Consultants, LLC
344 Main Street, Ste. 16
Fitchburg, MA 01420
Tel. 978-913-8114
Fax. 617-932-7589

Website www.apogeehsc.com

Sched. App <https://calendly.com/apogeesessions>

Zoom: Sheila LeGrand's Zoom Meeting
<https://uso2web.zoom.us/j/85033356342?pwd=SUx4UWExaowzdoI3clBXN2NjdHlMdz09>
Meeting ID: 850 3335 6342
Passcode: 374353

Client Portal <https://secure.simplepractice.com>