



## Pathways Counseling Center, Inc.

Welcome to Pathways Counseling Center, Inc. We are here to serve you. If you have any questions regarding the operation of the agency, the handling of your case, or the fee schedule, please feel free to talk to us about your questions.

Our agency uses the following methods of payment:

1. Health Insurance
2. Title XX – must meet eligibility for low income
3. Title XIX – must have a valid Medicaid card
4. Veterans Administration – must be service approved illness
5. Medicare
6. Direct Fee – based on sliding scale.

Out-of-county residents are responsible for our full fees.

If you have health insurance, you must use your health insurance. It is your responsibility to notify us if services need preauthorization or precertification. We will submit your claim for you; however, we expect you to authorize payment directly to us and to cooperate in providing us with the necessary forms. You will be billed for any portion that goes toward your deductible and also either your insurance co-pay or the sliding scale fee per service. If you do not know whether your insurance will cover our services, we will need to submit a claim, get an Explanation of Benefits back stating the reject of the claim, and then the claim will be adjusted to your sliding scale fee. If you have insurance coverage and do not want to use it or refuse to use it, you will be charged our full fees.

We remind you that our professional services are rendered for your benefit and are charged to you, not your insurance company. The coverage you have represents a contract between you and your insurance company. You are their customer, and they must be responsible to you. Therefore, if you have questions or complaints about your insurance coverage or if you are experiencing a delay in payment, please do not hesitate to contact your insurance carrier. As always, we will try to assist you in any way possible.

A subsidy scale fee will be set at your first appointment. This is based on the gross family income and number of individuals in the household. (A family is described below.) Our minimum fee is \$15.00. There is also a \$10.00 fee for no-shows. If you do not provide income information, you will be assessed our full fees.

A “family” is one or more adults with or without children related by blood or law and residing in the same household. Children can be over 18 if they are still financially supported by parent(s). Also included are adults not related by blood or law and living together with or without children in the same household. A stepparent living with his/her spouse and all children residing in the same household shall be considered a family. The income of the entire “family” shall be included in determining eligibility.

If your fee presents a hardship or there are unusual circumstances, please feel free to discuss this with us. We look forward to being of service to you.

“One Team, One Purpose, One Location”