

Jim Gilliland, Ph.D.

Southeast Psychotherapy Associates, PLLC

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Client Services Agreement

Psychotherapy

This document contains important information about my professional services and business policies. In order for psychotherapy to be effective it is necessary for you to work on issues during and outside of sessions. Therapy involves discussing difficult aspects of life and you may experience uncomfortable feelings during the course of therapy.

Sessions

Our first session will involve gathering information and an evaluation of your needs. I will offer recommendations about the direction of therapy. The frequency and length of therapy will depend upon your needs.

- Sessions last 45 to 50 minutes. I make every effort to begin appointments on time.

Fees

My fees are listed on the financial contract. Your fee (copay or allowable amount) is due at the time of service.

- I accept cash and checks. Please make checks payable to: Jim Gilliland, Ph.D. If you have your fee ready at the beginning of your session this will help to make the most of the available time.
- It is important to be aware that lengthy telephone conversations, consultations with professionals or other parties, psychological assessment, and letters will be billed in addition to face to face sessions.
- If your bill is not paid in a timely fashion the bill may be turned over to a collections agency or small claims court. Checks returned for insufficient funds will be charged a bank fee.
- You will not be charged for any appointments that are cancelled at least 24 hours in advance. Appointments that are not cancelled within that period are subject to a cancellation fee of \$75. Insurance benefits do not provide reimbursement for this situation.

Insurance

If you plan to use insurance, it is important for you to know your benefits. Mental health benefits are often managed differently from other medical benefits.

- It is your responsibility to obtain an authorization from your insurance if required.
- Please notify me any time your insurance benefits change.
- If you do not know your insurance benefit I may ask you to pay an estimated amount.

Contacting me

I will make every effort to return phone calls within 24 hours. For urgent needs, follow the instructions on my voice mail for a more immediate response. During weekends and holidays one of my partners may be on call for me.