

# Memo

SUBJECT: NOTICES OF CHANGE IN OPERATING POLICY

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Behavioral Health, as you know Behavioral Health is undergoing many changes and for this reason, so must we. We apologize in advance for any inconveniences:

1. We will only accept cash, credit cards and or HAS cards.
2. We only accept certain insurances please check with your EAP Insurance prior to scheduling a first time appointment to ensure that we are a provider with your EAP / insurance.
3. ALL CO-PAYS must be paid AT THE TIME services are rendered. NO EXCEPTIONS.
4. Office hours vary at different locations and on different days. Please call before you come to confirm a specific site and clinician. Team members will also advise which location you will be sent at during the phone call for scheduling the initial session.
5. You may leave messages on our phone line regarding appointment cancellations however a 24 hour notice is REQUIRED to avoid a cancellation fee of \$35.00 to \$50.00 (depending on the provider type).
6. Appointments on weekends are subject to the same cancellation policies as listed in number 5.

**Acknowledgement: I understand and acknowledge the issues as addressed within this MEMO.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness of ZWG Signature \_\_\_\_\_ Date: \_\_\_\_\_

These changes will take place 1-1-2015 on the increase in no show (NS); late cancellation no show (lcns)