

## Chapter Six: What We Do and Fees & Payment

### Welcome to Section Two, The Content

In this Chapter, we will explore the next two sections of the Manual: What We Do and Fees & Payment

#### **What We Do**

In this section, you will describe the services you offer. The Manual has templates for descriptions of the following services:

- Assessment and Treatment Planning
- Outpatient Counseling (Individual, Family, IOP, Telehealth, Perinatal)
- Group Therapy
- Behavioral Health Case Management
- Peer Support Services
- Outreach and Education
- Supervised Visitation
- Our trademarked EPIC Family Program
- PBIS collaboration

Additionally, there are descriptions of policies related to

- Eligibility for services and Screening
- Treating minors
- Non- discrimination
- Cultural Awareness and Language
- Various Treatment Modalities
- Limits to Services and Crisis Referral
- Hours of operation, Weather closings, and Holidays
- Developing a Wait List
- Resource & Referral
- And much more!!



## **Fees and Payment**

The Fees and Payment section will cover...

- fees for services,
- any sliding scale payment plans you want to put in place,
- insurances accepted, and
- forms of payment (cash, credit card, other electronic funds transfers, etc.).

This section will also prepare you and your clients for rare instances and mishaps, such as...

- third party sponsorships,
- denied insurance claims,
- no show or late cancel fees, and
- termination for nonpayment.

And last but certainly not least, a Good Faith Estimate template is also included to help you comply with the No Surprises Act of 2022.

I'll see you in the next chapter.

