



Mary M. Landon, PhD, LPC
Licensed Professional Counselor

Balanced Life Counseling

Appointment Payment Policies

Office Visit Payments

All client payments are due at the end of each session. The office will look up insurance information online for the first session to determine co-pay amounts. At times, the listed co-pay amount and the insurance reconciliation are different. Adjustments, either refunds or additional payment, will be made at the next appointment.

For clients who have not met their deductible, payment is due in full at the end of each session.

Appointment Changes, Cancellations, and Missed Appointments

Consistent sessions provide the most rewarding therapy experience. However, changes in a client's schedule occur and appointments must be rescheduled. I have two important scheduling policies for you to be aware of:

1. Same day appointment reschedules will be charged a \$75 reschedule fee.
2. Cancellations made within 24 hours of the scheduled appointment or missed appointments will be charged the full therapy session rate.

Please acknowledge the appointment changes and cancellation policy by signing below.

Signature of Client

Date