

# W E L C O M E

TO THE OFFICES OF

## WOODHAVEN COUNSELING ASSOCIATES

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### GENERAL INFORMATION

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Thank you for choosing Woodhaven Counseling Associates. The following information is provided to help acquaint you with our policies and procedures.

#### **Business Office Hours**

Monday through Thursday  
Friday

9:00 AM to 5:00 PM  
9:00 AM to 4:00 PM

#### **Telephone Answering**

There are times when we cannot personally answer the telephone. If your call is answered by our recording machine, please leave your name, phone number and a brief message. We will return your call as soon as possible.

#### **Emergency Telephone Number -- 536-6079**

You may call 536-6079 with after-hours *emergencies*. A therapist will return your call.

#### **Appointments**

You can expect your appointment to begin promptly.

- *If cancellation is necessary, please notify us as early as possible. A late cancellation fee (50% of the hourly fee) is charged if less than 24 hours notice is given or if a client simply does not show for an appointment.*

#### **Confidentiality**

Information or opinions can be given to others only with your written consent. There is an exception to this rule, however. When there is reason to believe a child or elder has been abused, or if a client threatens self-harm or harm to another person, the law requires that a report be made.

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## **Your Children**

For safety reasons, children must be supervised during appointments. If your children are not involved in counseling, please make other arrangements for them. We cannot be responsible for supervising unattended children.

## **Financial Policies**

Our priority is to provide you with the best possible service. This service is based on a friendly, business-like understanding between therapist and client. It is felt that misunderstandings can be minimized if financial policies are agreed upon from the very beginning.

- Payment at the time of each appointment is expected. If special arrangements are necessary, please discuss this with your therapist during the first appointment.
- There will be a service charge for NSF (bounced) checks.
- Fees are charged for emergency, after-hours telephone calls and office consultations.
- Fees are charged when appointments are canceled with less than twenty-four (24) hours notice or when a client does not arrive for a scheduled appointment.
- When a divorced, non-custodial parent is expected to pay for services to a minor, it is the custodial parent's responsibility to assure that payment arrangements are made. If there is a dispute or problem regarding fee payment, the parent who requested the services will be held responsible for those fees.

## **Insurance/Managed Care**

We work with dozens of insurance and managed care companies. Many have their own unique requirements for authorizing treatment sessions. We make every reasonable effort to understand your coverage and help you get the benefits your coverage offers.

At the same time, you are responsible to know and understand the benefits and limitations of your policy. You should know your copay amount; your annual deductible amount; your lifetime benefit; whether precertification of sessions is required; and, you should know if your coverage limits the maximum number of therapy sessions you can have each year.

Please be aware that most managed care companies take the following position: *The authorization of services is not a guarantee of payment.* Consequently, you are fully responsible for the portion of the bill not paid by your health care benefits plan.

## **YOUR QUESTIONS AND SUGGESTIONS**

Do not hesitate to ask questions of us. We will do our best to help you with any question or problem you may have. We welcome suggestions that can help us improve our services.

***WE APPRECIATE YOUR CONFIDENCE IN OUR SERVICES***