



Soul Care Psychotherapy ~ an affiliate of Pacific Pastoral Counseling Service

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Office Policies

Fees: My regular fee is \$150 per session. Some clients may be eligible for fee adjustments, depending upon gross household income and other factors. While you may have been given a general estimate of any applicable fee adjustments over the phone, you and I will discuss this and determine your actual fee, after any adjustments, during the first session. I ask that you pay at each session. I accept cash, checks, debit, credit cards, as well as Flexible Spending Account cards. If you pay in cash, please be prepared with the correct amount, as I do not keep cash on hand. Checks should be made out to “Pacific Pastoral Counseling Service,” or “PPCS.” If a check is returned for insufficient funds a charge will be made to your account to cover the added banking costs. If you are paying an adjusted fee, in order to maintain fairness to all clients, I ask that you advise me if your income changes so we can discuss any appropriate changes to the fee adjustment.

Insurance: If you are using insurance, it is your responsibility to check with your company about whether you have benefits that will cover counseling with me. Questions to ask include whether you

- A) have a deductible (amount that you must pay before insurance will cover our sessions);
- B) have a copay (amount you pay at each session);
- C) coinsurance (percentage you are responsible for after copay, if any);
- D) have coverage for out-of-network providers, if I am not a preferred provider for your plan; and
- E) need to have a prior authorization for counseling.

Please be aware that if you use insurance, a diagnosis must be given in order for the company to cover counseling.

“In-Network:” My policy for any companies for which I am a preferred provider (i.e., “in network”) is that clients pay the appropriate copay and/or coinsurance at each session, with the balance of covered services paid directly to me by the insurance company.

“Out-Of-Network:” I am an “out of network” provider for most insurance companies. My policy is for you to pay me the full fee at each session. I can provide documentation of your session, if you wish, so you can submit a claim for reimbursement of whatever portion of the fee your company covers (insurers typically send payment to you, the client, not to me, when I’m out-of-network). If this is not workable for you, please let me know and we can discuss other options.

Appointments: Counseling appointments are 55 minutes, unless otherwise arranged. Please note that, in order to respect your schedule and the schedules of all my clients, we will end each session with enough time for scheduling, payment, and to ensure I begin my next appointment in a timely manner.

Cancellations: *If you cannot keep an appointment for any reason, please leave a message on my voicemail a minimum of 24 hours prior to the scheduled appointment, or you will be charged your regular fee for the time reserved for you.* Unlike a doctor’s office, your appointment hour is reserved solely for you, and I am unable to fill that time without adequate notice. Although you may make initial contact with me by email I prefer to do all of my communication with clients regarding appointments by phone and voice mail. ***Therefore, please make ALL cancellations or requests for appointments through my confidential voicemail, (253) 761-8808.***

Additional Services: Sometimes additional services are rendered besides regularly scheduled sessions, e.g., extended phone sessions, etc. Should such services be necessary, we will discuss the fees for these services.

How to Contact Me: You may reach me by leaving a confidential voice mail message at (253) 761-8808. I check my voice mail regularly on weekdays, and usually return calls within 24 hours. I do not provide direct emergency services. **If at any time you experience a crisis, you’ll receive help most quickly by phoning the Crisis Line at 1-800-576-7764 in Pierce County, (206) 461-3222 in King County, or (360) 479-3033 in Thurston County. For a life-threatening emergency, call “911.”**

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