Dear New Client,

Welcome to LifeWorks Counseling & Consulting. We are a team of dedicated professionals, and our entire team is ready to help you through every step of your counseling process. We understand that beginning this journey can be difficult, so we work to make the administrative parts as stress-free as possible. Following are a few pieces of helpful information, as well as some details you will need to take care of before your first visit.

**Insurance Information**

According to our telephone conversation, you will be seeing your therapist as a client whose insurance is in our network. As part of our responsibility as a provider, we will be filing your insurance for you. However, you should understand that your insurance company does not guarantee coverage or payment. You will receive regular statements from LifeWorks to help you keep track of any outstanding balances, and it is your responsibility to make sure your copays/coinsurance is paid on the date of service and balance on claims is paid in full within 30 days after the date of service. If your insurance company has not paid by that time, any unpaid claims and balances become your responsibility. Remember that an explanation of benefits or approval from your insurance company is not a guarantee of payment by them.

To assure clarity regarding your insurance benefits, it will be helpful to call your insurance company before coming to your first visit at LifeWorks. Ask the following questions about your *outpatient mental health benefits*:

- Do I have *outpatient mental health* benefits?
- What network handles my mental health benefits? (If this differs from what we talked about by telephone, please contact the office immediately. This could affect your benefits.)
- Does the therapist I will see have the proper credentials? (Your therapist's credentials are included on her business card which is attached to this letter.)
- Do I have a deductible? What is my copay after my deductible is met? Do I have coinsurance?
- What are my benefits after my deductible has been met?
- Do my visits need to be authorized? Do I need an authorization number? If authorization is required, you will need to obtain this before coming in for your appointment. Please let us know if we can help you with this process. We understand this can be confusing.
- If you have secondary or tertiary insurance, it is the law that you also submit this information to us as well.

You should come prepared to pay your copay or the allowable amount of your deductible each time you see your therapist. We accept cash, personal checks, Mastercard, Visa, and Discover.

**Intake Forms**

Enclosed you will find intake forms to be completed prior to your appointment time. Please complete them in black ink. You should plan to arrive at your first appointment at least 10 minutes early to allow time for the support staff to complete the administrative paperwork before you see your therapist.

If you have questions or need any assistance as you prepare for your first visit, please feel free to contact us. We are here to serve you and look forward to seeing you soon!

Sincerely,

*The LifeWorks Team*

*LifeWorks Counseling & Consulting, Inc. / 6202 Constitution Drive, Suite D / Fort Wayne, Indiana 46804 / T (260) 432-0066 / F (260) 432-8503*