

*Loretta Gallo-Lopez, MA  
Licensed Mental Health Counselor*

**Office Policies**

Payment or co-payment is due at the time of each appointment unless other arrangements have been made and agreed to. Insurance claims are filed as a courtesy. However, if benefits cannot be authorized and verified, insurance may not be accepted. You are responsible for paying the total balance of your account and will be informed of any balance not paid by your insurance company.

Professional services are billed based on the amount of time spent on your behalf. Charges are made for sessions, letter or report writing, court appearances, predetermined contacts with others about your treatment (or your child's treatment) and other professional services/activities requested by you.

Because your treatment requires that time be reserved exclusively for your benefit, a 24-hour notice is requested if you need to cancel or reschedule an appointment. If an appointment is missed without at least a 24-hour notice, you will be charged a missed appointment fee equivalent to the full cost of your session. Missed appointments are not covered by insurance.

Please do not bring children to your appointment as no one is available to supervise them in the waiting area.

If your child is being seen for an appointment, please do not leave the waiting area unless arrangements have been made in advance with the therapist.

In a life threatening emergency please call 911. For other after hours emergencies **only**, your therapist can be reached via cellular phone # 813-355-7684. If for any reason you are unable to reach your therapist, please call the Hillsborough County Crisis Hotline at 813-272-1234.

I understand and agree to these policies.

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Signature

\_\_\_\_\_  
Date