



Counseling4Life Billing

Welcome to Counseling4Life Billing Department, we are glad you are here. **Transparency and communication** are our key values for our billing process. Here's how it goes:

Step 1 Give accurate insurance information

When you make an appointment with Counseling4Life, please tell us about your insurance plan and needs. Along with this verbal exchange of information, we also need pictures of your insurance card, front and back, to load into your client portal. You can email this to scheduling@counseling4lifellc.com

Step 2 Insurance Verification

We will verify your benefits via your insurance company's verification site, and include the information in your Welcome Email. We will send you an Insurance Verification Email. Please remember: Insurance verifications ARE NOT guarantees of payment, but the insurance company's best guess.

How they process your claim, according to your individual plan on your EOB (Explanation of Benefits) is their final determination of responsibility, which is your responsibility.

Step 3 View your Client Portal

We are so proud of our client portal system through Therapy Appointment because it provides a transparent and real time view into the processing of your claims.

- Green claims are waiting to be sent out
- Yellow claims are received by insurance company
- Blue claims are finished and completed
- Red claims show a balance to be collected

We ONLY take payments and make refunds through this portal. Our staff can only view the last 4 digits of any card you save for your security.

When you log into your site for a session, make it a habit to take a quick look at your client ledger so you stay up to date.

Step 4 Processing Payments

We process payments for copays, deductibles, etc the next business day **after** your appointment. The acknowledgement you sign in your initial paperwork gives us the permission to bill your account for services without contacting you each time. You can always view your claims, copays, and balances on your client portal.

When a credit card is denied, we send you a reminder email the next day. If we do not hear back from you, we will send you a final reminder, and will cancel all future appointments until your payment information is updated and your balance is paid. You can call our office to assist you at 210-209-0642 and you can always access and update your account through your client portal.

Step 5 Insurance & Billing issues

- In the event there is an insurance issue, Counseling4Life will make **two** attempts to resolve this with your insurance company. We will record reference numbers and send the claim back to be processed. If there is no resolution after two attempts, we will email you a summary of our interactions with the reference numbers, and you will be responsible for the balance. Payment plans are available upon request.
- If we see your insurance company has not responded to your claims with an ERA (an electronic Explanation of Benefits) in 30 days, usually **4** sessions, we will contact you, contact your insurance company, and pause services until we understand the issue.
- If you have a question about how your insurance processed your claims – first, call your insurance company and ask them about the details of your plan and how they processed your claim. If there is something we can do to reprocess things on our end, email us at billing@counseling4lifellc.com and we will look into it. (always get a reference number)
- If you have a balance and need a payment plan, contact Liz at lizsinclair@counseling4lifellc.com. and she will be happy to help. You can also pay your own balance through your client portal.
- For outstanding balances over \$100, we will send out a courtesy email notifying you of your balance and attaching a payment plan option should you choose it.

Contacting Us

Our Front Office phones are answered Monday through Thursday 8:00am – 5:00pm and Fridays 8:00am – 3:00pm.

Our billing staff works remotely, so if you wish to speak to one of our billing staff, please call the Front Office or email them at scheduling@counseling4lifellc.com to schedule a billing call back at your convenience.

Billing is also available anytime by email at:
billing@counseling4lifellc.com



Why are we different?

We provide high-quality counseling services at affordable rates because we believe everyone has the right to heal!

What do we offer?

We incorporate individualized and evidence-based counseling practices that support the developmental needs of our clients.

What can you expect?

We provide a caring and collaborative counseling experience that focuses on the delivery of outstanding care.