

Dear New Patient or Parent of New Patient,

My name is Joey Fennell, LPC and I am looking forward to meeting and working with you and/or your family. I have prepared this welcome letter to provide you with some important information PRIOR to your appointment in hopes of making the most of time together.

Attached to this letter, you will find several forms. It is important for you to fill these forms out **completely and PRIOR TO** arriving for your intake appointment. If you are unable to print these forms, please call our office and we will be glad to mail you paper copies. If you do not have these forms filled out prior to your appointment time, we will be unable to cover all we need to cover in the 50-minute appointment.

Insurance companies require providers to make copies of current insurance card and drivers license, therefore, you will need to bring both to the initial appointment. I strongly encourage you to contact your insurance company via the phone number on the back of the card to learn about your specific plan coverage for counseling services. When inquiring about services, you should ask specifically about coverage for “out-patient mental health counseling in the office setting” as this is the service I will be providing. You might also ask for confirmation that I am a participating provider for your specific plan. Please be sure to ask about deductibles if they apply. While I will file your insurance for you, I cannot ensure accurate information regarding co-pays, co-insurances, or out of pocket expenses until after the claim is filed and returned. Your insurance company can provide all of this information to you. All co-pays are expected to be paid in full on the date of each appointment. If you pay certain co-pays and it is later determined you have an additional balance, you will be responsible for the remaining balance. It is your responsibility to inform our office of any change to your insurance and/or any discontinuation of insurance coverage.

As a courtesy, you should receive a text message on the business day before your scheduled appointment. Please be sure to **respond** to the text message so our scheduling system will be able to continue holding the appointment for you. Our scheduling system will no longer hold the appointment if there is not a confirmation and will give that slot to the next person waiting. If you are unable to attend, please respond as such and contact the office via phone to reschedule your appointment.

If I am scheduled to provide services to a child, the initial intake appointment is always with a parent only in order for me to gain a history of issues and description of current issues without the child present. The patient, nor any children, should accompany you to the intake appointment.

I look forward to meeting you and please feel free to contact my office with any questions. Debra, the office manager, can be reached at 912-489-7590.

Sincerely,

*Joey Fennell, M.Div., LPC, CPCC*