

Heather L. Rice, LMHC, PLLC

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Dear Client:

Enclosed, you will find the new client packet. Please complete all of the documents, sign as appropriate, and return via fax, email or postal mail along with a copy of the front and back of your health insurance card. The completed new client packet must be received in its entirety a minimum of three business days prior to your first appointment. If your completed new client packet is not received, you will need to reschedule your first appointment.

If you are unable to keep your scheduled appointment, please provide a minimum of 24 hours notice. Initial intake appointments that are cancelled with less than 24 hours notice will incur a \$25.00 one time fee. This fee is not billable to your health insurance and is an out of pocket expense to you. The fee for less than 24 hours notice for regular sessions moving forward is the FULL cost of the session.

All fees for services to include payments and copayments may be paid via venmo to Heather-Rice-48 or via credit or debit card (there is a \$3.00 additional service fee for all credit/debit card transactions).

It is extremely important that you read and fully understand your responsibilities as a new client of Heather L. Rice, LMHC, PLLC. These guidelines and rules are strictly adhered to at all times. You will be held fully responsible (to include legal action if necessary) should you fail to adhere to, meet, and/or maintain all of the rules and guidelines agreed upon by signing the Client Agreement.

These guidelines and rules have been established because I have found it to be necessary. I take them very seriously and expect the clients of Heather L. Rice, LMHC, PLLC to also take them very seriously. I am looking forward to serving you as a client.

Telehealth Sessions

Your counselor will connect with you via the means discussed in your initial phone conversation on the date and time of your scheduled initial intake session.

Heather L. Rice

Heather L. Rice, LMHC, NCC, Director