



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 (Out of Network)

According to our telephone conversation, you will be seeing a therapist as a client whose insurance is out of your insurance network. In other words, you will be filing your own insurance and your insurance company will reimburse you a portion of what you have paid to LifeWorks. You should come prepared to pay for your session each time you see your therapist. We accept cash, personal checks, Mastercard, Visa, and Discover.

To assure clarity regarding your out-of-network 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 out-of-network *outpatient mental health* 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 are my out-of-network benefits after my deductible has been met?
- Do my visits need to be authorized? 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.

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