



## Fee Schedule and Policies

### Fee Schedule

15-minute phone consultation (self-pay): \$45.00

Individual Psychotherapy (self-pay): \$150.00/appointment

Individual Psychotherapy (in-network insurance): *Determined based on plan benefits & claims processing*

Couples Therapy: \$150.00/appointment

Couples Therapy Online-Assessment: \$39.00/couple

### Commitment

Roamers Therapy understands the importance of commitment for psychotherapy to be effective and valuable. As a result, we follow a weekly appointment model and we are not able to accommodate non-weekly scheduling.

We reserve a specific time slot for you on your therapist's calendar on a weekly basis once you become a Roamers Therapy client. We hold this spot for you until you and your psychotherapist mutually decide to finalize your treatment. Although we understand the need to skip some weeks due to various necessities (business, vacations, illness etc.), we may decide to invalidate the reserved status of your time slot if we notice an excessive skipping pattern (more than 2 appointments in any 3 month period) and make your time slot available to other prospective clients.

If you do not schedule any appointments for 3 consecutive weeks unless other arrangements have been made in advance, we will consider that the clinical relationship between you and your psychotherapist is discontinued due to legal and ethical reasons.



(312) 667-3884



[contact@roamerstherapy.com](mailto:contact@roamerstherapy.com)



47 W Polk St Ste 325, Chicago, IL, 60605



(312) 509-4936

## Missed Appointments

Roamers Therapy holds a strict cancellation policy to ensure the quality of our clinical services. We enforce a \$150.00 missed appointment fee for any no-shows or canceled appointments unless you provide a 7+ days notice. You may be able to avoid missed appointment fees if you are able to reschedule your appointment to another time within the same week granted your psychotherapist has availability. However, please note that we cannot guarantee accommodation. If your psychotherapist does not have any openings that match your scheduling constraints, you will still be liable for the missed appointment fee.

A credit card method of payment is required on file at all times. Missed appointment fees will be automatically charged to your payment method on file.

If you need to miss a session, please email our main office at [contact@roamerstherapy.com](mailto:contact@roamerstherapy.com).

## Communication

Our clinicians do not have direct phone or email access with clients unless sharing therapeutic exercises between sessions that were mutually agreed upon during a prior session. Please do not attempt to initiate direct communication with your psychotherapist. In addition, we are unfortunately unable to respond to phone calls immediately, so if you call our phone number, you will be asked to leave a voicemail. If you have any communication needs please send an e-mail to [contact@roamerstherapy.com](mailto:contact@roamerstherapy.com).

## Correspondence

Roamers Therapy is able to provide correspondence (e.g., formal letters, legal paperwork, meeting participation, court participation), if we deem it clinically fit and appropriate. We hold a strict correspondence policy. Each correspondence document or paperwork will accrue a 150.00 per hour fee. In addition, we require our clients to have an established relationship (minimum 8 weekly appointments) with their psychotherapists before agreeing to provide any correspondence.



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Please visit our website <https://www.roamerstherapy.com/medical-records-request-form/> to request correspondence from your therapist.

## Missing Payments

Roamers Therapy reserves the right to cancel any upcoming appointment unless a client pays their outstanding balance in full.

## Refunds

All transactions at Roamers Therapy LLC are non-refundable.

## Insurance Benefits & Claims processing

You will be responsible for your out-of-pocket costs such as copays, coinsurance, and any unmet deductible at the time of service. Although we will provide you a summary of your insurance benefits before your intake, we caution that it is not a guarantee of payment. At times, your insurance may deny claims payment. When this occurs, you will be responsible for paying any unpaid balance in full.

When reasonable attempts have been made from Roamers Therapy with your insurance company and it has not been successful, we will discuss this with you. If your plan presents a contention to pay for rendered services, we will ask for your assistance in resolving this matter by calling your insurance company directly and asking that the claim in question be paid immediately; or asking your employer's human resources staff to intervene.

## More information

For any policy that is not covered in this document, you can refer to our webpage at <https://www.roamerstherapy.com/frequently-asked-questions/> or send us an email.



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