



Client Statement of Understanding and Terms of Service

Hours of Operations, Scheduling and Cancelling Appointments

Hours of operation are Monday - Wednesday 9 am – 8 pm, Thursday 9 am – 7 pm and Friday 9 am – 5 pm. The agency is closed from 12 pm – 1 pm for lunch. You may cancel or schedule appointments by calling 518-462-6531 or 518-462-3813 (Capital EAP) during business hours. Cancellations may also be left on voicemail if calling after hours.

Late Cancel

If you cancel your appointment less than 24 hours prior to your scheduled appointment time, you will be responsible for paying a \$50 late cancel fee, or will lose one session if it is an EAP appointment.

Contacting your Counselor outside of Normal Business Hours

You may contact your counselor outside of your scheduled session by calling the main office at 518-462-6531 or 518-465-3813 (Capital EAP). We strive to return calls within 24-48 business hours whenever possible.

Mental Health Crisis Services

We are available to you in cases of emergencies that are not life threatening by dialing 518-462-6531 during business hours or after-hours and weekends, by dialing 694-0470 option 1. In the case of a life threatening emergency, dial 9-1-1.

Complaints or Grievances

If you are dissatisfied in any way with the services you have been provided, you may report this to your counselor or the Chief Clinical Officer. We will attempt to work with you to address the issue and provide you with a satisfactory resolution.

Email Communications

It is not our policy to communicate with clients via email. If you do choose to communicate with your counselor or any staff member regarding your personal health information via email, we cannot ensure the confidentiality of these communications. We also cannot ensure that electronic communications will be returned in a timely manner. Email should not be used for emergency or treatment purposes. If you chose to send email to your counselor, any correspondences will become part of your medical record.

Other Electronic and Social Media Communications

Capital Counseling (and related services) may maintain Facebook and other Social Media pages. These pages are intended for information and marketing purposes only and are not to be used to make appointments, or request services of any kind. Your counselor may also have Facebook, LinkedIn, Twitter or other social media accounts. It is our policy that counselors will not “friend” current or past clients on any social media platform.

Additional Information for specific Capital Counseling programs:

Counseling

Services are provided based on individual client fees or insurance. You will be advised of the cost of service at the time of your initial appointment. If your service is fee-based or comes with a co-pay, this must be paid prior to your appointment. You must also inform us if there is a change in your insurance coverage. In the event that your insurance lapses without notifying Capital Counseling, you will be billed for the allowable rate on any uncovered services. If payment is not provided at the start of a session, the counselor may still provide service, but payment will be due at the start of the subsequent session for both past and present services. If payment is not made at end of the second session, a payment agreement must be made with the Medical Billing Specialist, before further service is provided. A fee of \$30 will be charged for any check returned for insufficient funds. Counseling services may be terminated due to lack of payment.

Capital EAP Members

There is no fee for use of counseling services provided under your EAP. Services will be rendered according to contracts with your employer. No personal health information is ever disclosed to your employer without your consent. In the case of a Supervisory Referral, your counselor will communicate with your employer regarding attendance and compliance with treatment recommendations. You will be asked to sign an authorization for release of confidential information allowing your counselor to release this information.

Center for Problem Gambling

Clients are responsible for payment of \$5 for each counseling appointment. Services are provided on a sliding scale basis. Fee arrangement is made with the gambling counselor. No one will be denied services in the Center for Problem Gambling for inability to pay.