



A Social Emotional Learning Center

1992 Old Louisquisset Pike

Lincoln, RI 02865

401-475-0653 office 401-475-0729 fax

socialsparksri@gmail.com

www.socialsparksri.com

Attendance & Co-payment Policy

Client Attendance Policy

At Social Sparks we care about you and the social emotional wellness of our clients and look forward to providing you the highest quality services at each and every appointment. In order to provide this level of care for all of our clients, we have created a Client Attendance Policy.

When you schedule an appointment with our office, we prepare treatment plans, activities and individualized supports to provide you the care you deserve! We understand that changes in your schedule may occur, and we ask that you contact our office as soon as possible if you need to reschedule your appointment.

Providing advance notice to our office of any scheduling changes needed will allow our office to release your reserved appointment time to another clients who needs care. As well, for group therapy services, we are able to make staffing changes based on attendance and client needs. Also, many make friends in group and we like to be able to answer the question “where is _____ tonight?”

If you are unable to provide at least 24 hours’ notice of any changes you need to make to your appointment, or if you do not come in for your scheduled appointment, your appointment will be considered a “no show” and will be subject to a \$25.00 fee.

* 1st No Show: Our staff will contact you to reschedule your missed appointment, and will ensure that you are aware of this client Attendance Policy. They will also advise you that any future missed appointments without prior notice will result in additional fees.

* 2nd No Show: A \$25 fee will be assessed to your account in the event of a second missed appointment. Our staff will contact you to reschedule your appointment, however, all fees must be paid in full before they will be able to reserve another appointment time for you.

* 3rd No Show: A \$25 fee will be assessed to your account in the event of a third missed appointment. At this time, any placement in our group therapy services will be suspended until you have contacted our office.

Rose Molina, LICSW
Clinician/Owner

Kristen Spencer, LICSW
Clinician/Owner



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*4th No Show: In the event of a fourth missed appointment without prior notice, no further services will be rendered. A \$25.00 fee also applies.

We realize that situations such as medical emergencies occasionally arise when an appointment cannot be kept and adequate notice is not possible. These situations will be considered on a case by case basis.

We appreciate your cooperation and understanding, and thank you for being a valued client of Social Sparks.

Co-Payment Policy:

Social Sparks services are considered outpatient mental health services; medical services. All Co-payments are due at the time of service. We understand there are times where financial circumstances can hinder accessing services, however due to medical insurance policies in place, we are not able to render services without collecting expected co-payments. Every medical insurance is different and if you are not sure about the details of your insurance plan, please contact the policy holder number on the back of your card. It is the responsibility of the policy holder to report any changes to their medical insurances to prevent rejected claims fees. Additionally, the policy holder/family is responsible for any rejected claim balances that have resulted from a change in medical insurance. Any client with a balance of \$100 or more will need to make a payment in full or arrangement of payment in order to continue services.

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