



Soul Care Psychotherapy ~ an affiliate of Pacific Pastoral Counseling Service

Joanna Robinson, M.Div., M.Ed.

Office Policies

Fees: My regular fee is \$160 per session. Some clients may be eligible for fee adjustments, depending upon household income and other factors. I ask that you pay at each session. I accept cash, checks, debit & credit cards, as well as Flexible Spending Account or HAS cards. If you pay in cash, please be prepared with the correct amount, as I do not keep cash on hand. Checks should be made out to “Pacific Pastoral Counseling Service,” or “PPCS.” If a check is returned for insufficient funds a charge will be made to your account to cover the added banking costs. If you are paying an adjusted fee, in order to maintain fairness to all clients, I ask that you advise me if your income changes so we can discuss any appropriate changes to the fee adjustment.

Insurance: I am not contracted with any insurance companies. If you have insurance, and your plan provides out-of-network benefits, it’s possible that they may cover a portion of your costs for therapy. It is your responsibility to check with your insurance company about whether you have out-of-network benefits that will cover counseling. If you do, I will be glad to provide you with a Superbill (account statement) which you may use to submit claims to your insurer for any reimbursement you’re entitled to. Questions to ask your insurance company include:

- A) Whether you have coverage for out-of-network mental health benefits?
- B) Whether have a deductible (amount you must pay before coverage by your insurer kicks in)?
- C) How much will be covered once your deductible is met?
- D) What is the procedure for submitting claims for reimbursement?

Please be aware that if you use insurance, a diagnosis must be given in order for the company to reimburse you for counseling expenses.

My policy is for you to pay me the full fee at each session. I typically provide uperbills/account statements once a month for clients who request them, unless we make other arrangements. We can talk about what will work best for you.

Appointments: Counseling appointments are 50-55 minutes, unless otherwise arranged. Please note that, in order to respect your schedule and the schedules of all my clients, we will end each session with enough time for scheduling, payment, and to ensure I begin my next appointment in a timely manner.

Cancellations: *If you cannot keep an appointment for any reason, please leave a message on my voicemail, or send me a text message a minimum of 24 hours prior to the scheduled appointment, or you will be charged your regular fee for the time reserved for you.* Unlike a doctor’s office, your appointment hour is reserved solely for you, and I am unable to fill that time without adequate notice. My phone number where you can text or leave a confidential voicemail is: (253) 761-8808.

Additional Services: Sometimes additional services may be provided outside of regularly scheduled sessions, e.g., extended phone sessions, intensives, etc. Should such services be necessary, we will discuss the fees for these services.

How to Contact Me: You may reach me by leaving a confidential voice mail message at (253) 761-8808. I check my voice mail regularly on weekdays, and usually return calls within 24 hours. I do not provide direct emergency services. **If at any time you experience a crisis, you’ll receive help most quickly by phoning the Crisis Line at 1-800-576-7764 in Pierce County, (206) 461-3222 in King County, or (360) 479-3033 in Thurston County. For a life-threatening emergency, call “911.”**

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