

## Palm Harbor Family Counseling Center

Diane HM Mandell MSSA, LISW, LCSW and Associates

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Phone: (727) 254-9183 Facsimile 1-888-345-7010 [www.phcounseling.com](http://www.phcounseling.com)

Welcome to Palm Harbor Family Counseling Center, the office of Diane HM Mandell MSSA; LISW; LCSW and associates. We are grateful you have chosen us for your counseling care. We are conveniently located on the East Side of the Road, 4 doors North of CVS and directly across from the Palm Harbor Main Post Office. Look for Suite C in the back and you will see our meditation garden and welcoming flowers and palm tree. Wind Chimes greet you at the door as you enter a space of comfort and welcome.

Your appointment is scheduled for

A few housekeeping tips before you come in:

If you are using your health insurance, please phone your insurance company to pre-certify your visit. Our tax id is 341769009. They will inform you of your co-payment amount, an authorization code, deductible, and the number of visits approved. Please fax (1-888-345-7010) or email ([famcounse@aol.com](mailto:famcounse@aol.com)) this information to us prior to your first visit.

If you are using employee assistance offered by your employer with no copayment, you must provide proof of authorization prior to being seen. Contact the employee assistance for mental health company on the back of your insurance card and ask them to both fax us (888 345 7010) an authorization code prior to your appointment as well as mail or email you a hard copy that you can bring in with you. An authorization code without the paperwork is not sufficient as we are needing all of the employee assistance program information including claims address. This is often a different company than your insurance company as many insurances subcontract with other mental health employee assistance programs. If you do not have the employee assistance information with you or faxed to us prior to your appointment, we will need to reschedule our visit. We are looking forward to meeting with you so kindly have this available for your own records and ours for your coverage!

In January, we all face deductibles and it is the client's responsibility to find out the amount of deductible prior to coming in. While the deductible is being met, you will pay our usual and customary rate and we will send the amount paid to the insurance company to track your deductible.

As discussed on your phone call, payment is due at the time service is rendered. We do offer a three session package for \$255.00 which must be paid at the time of the first visit.

**Community healthy policy:** If you have a temperature, active cough or flu, please call and reschedule your appointment. You will not be charged a late fee. We ask that you give us 24 hours notice if you need to change or cancel an appointment. We reserve time in our schedule for you and your important meeting is important to us. If you do not give 24 hours notice, there will be a \$50 cancellation fee.

We accept cash, check, money order, Mastercard, Visa and Discover.

Prior to your first visit, please go to our website [www.phcounseling.com](http://www.phcounseling.com) and print out the first appointment forms and bring them to your appointment with you.

We look forward to meeting you and starting on a new journey together assisting you with making your life exactly as you would like it.

With warmth and welcome,

Diane HM Mandell MSSA LISW LCSW