Prospective clients should also be aware that whether we can accept a student as a client depends in part on the availability of counselors at a particular time. Thus, you may be eligible for services, but we may not be able to see you because there is no available counselor. We will make a referral or place you on a waiting list in such cases.

FEES

You will be billed at the rate of $15 per counseling session after the first visit, or $25 per session during summer terms if you are not registered. All charges will be forwarded to the Student Receivables office under the heading “student health charge2” to insure your privacy. In order to avoid a $25 late fee, your account must be paid in full within approximately one month after receiving a bill. Our office does not collect any money.

INSURANCE CLAIMS

Insurance benefits for mental health services vary greatly from company to company. It is your responsibility to check with your company for information regarding benefits, limitations, and deductibles but we can assist you in filing claims. If you file a claim, you should be aware that we will be required to forward dates and types of visits, as well as your diagnosis.

The student health insurance policy does provide limited coverage for mental health services. Information about this policy is available in the Insurance Office in the Student Health Center.
Because we may have more students seeking our services than we can accommodate, we try to fill every available counselor hour. Thus, if you must miss an appointment for any reason, we request that you contact us as soon as possible so that someone else can be seen during that time. In most instances, if you fail to give 24 hours advance notice, you will be charged the regular fee for the missed appointment, or $15 for missed follow-up counseling visits. This charge will be billed to you through Student Receivables.

We may not consider you to be an active client when you and your counselor mutually agree to terminate, or you have been referred, or you discontinue visits: 1) against your counselor’s advice, 2) and you do not respond to attempts to contact you, or 3) and it is not possible or recommended to contact you. This could mean that you may have to wait until your counselor, or another staff member, can see you if you wish to restart. If needed, we will contact you through available telephone numbers and/or addresses.

A professional is on-call for the Counseling Center at all times and may be reached by calling 348-3863. When our center is not open, you will receive voice mail instructions about who to contact in the event of an emergency.

A summary of each session is kept in a secure electronic record which is available only to the staff directly involved with your care. These notes, and any information related to your contacts with us, will not be released to anyone without your written permission except in very specific circumstances. These circumstances, prescribed by law, are as follows: When your own life or that of another person may be in danger, when physical or sexual abuse of a child, handicapped, or elderly person is revealed, and upon a court order. Also, in the State of Alabama, parents of students under 19 may be allowed access to the psychological records of their children in some circumstances.

Exceptions to this are listed in the section on confidentiality.