

# Granberry Counseling Centers

*A ministry of the Louisiana Baptist Children's Home*

Granberry Counseling Centers  
7200 DeSiard St., Monroe, LA 71203  
Local (318) 345-8200; Toll-free (877) 345-7411

## Counseling Policies

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### Counseling Sessions

During your first session your counselor will work with you to determine how we can best meet your needs. If you and the counselor agree, future appointments will be scheduled. Sessions are 53 minutes in length beginning from the scheduled appointment time.

### Fees

The standard fee per counseling session is \$90.00. FEES ARE DUE AT THE TIME OF SERVICE. We accept cash, e-checks, and credit cards. You can now make payments securely by text (for instructions please visit our website), and online by credit card (MC, Visa, Discover, AmEx), debit card, health savings account/flex payment card, or e-check at [www.granberrycounseling.org](http://www.granberrycounseling.org). We ask you to please make your payments online prior to coming to your counseling session, **bring proof of payment with you**. By creating your own account on-line, you can also keep track of payments made. If you do not have access to a computer, your counselor will make the payment for you at the conclusion of your session. You may also make a payment over the phone to our main office in Monroe by calling (318) 345-8200 or 1-877-345-7411. We will notify you of any returned e-check payments for which we charge \$5.

### Insurance

Our services are often covered by insurance. If you choose to use your insurance, we will be happy to work with you in attempting to verify your benefits and file for insurance rate-based fees. However, please understand that you are ultimately responsible for the payment for services rendered. We encourage you to contact your insurance provider to determine if they will cover your counseling services.

The patient (or participating guardian) is fully responsible for any fees for services. Any eligibility and benefit information obtained prior to claims processing is not a guarantee of payment by the insurance company. Insurance companies make payment determinations at the time the claim is received. These payments are based on individual policies, exclusions, and criteria for medical necessity. While we make every effort to obtain accurate eligibility and benefit information from your insurance company, benefits can be misquoted. It is your responsibility to familiarize yourself with your mental health insurance benefits.

Any portion of the fee not collected from the patient at the time of service is still considered to be fully the patient's (or guardian's) responsibility. If, for some reason, insurance does not pay as anticipated, the patient (or guardian) will be billed for the balance due. Granberry Counseling Centers will file your insurance claim, but you are responsible for deductibles, co-insurance, and co-payments. We do not accept Medicare or Medicaid.

### Cancellations

We understand that occasionally appointments need to be cancelled. Please notify us as soon as possible when you know that you need to cancel. This provides an opportunity for that counseling session time to be available for someone else. If you do not notify us of your cancellation at least 24 hours before your scheduled appointment, it is our policy to bill you \$50. This fee cannot be billed to insurance companies. Please note, if you miss a scheduled appointment, and fail to give us proper notice, we reserve the right to receive the above-mentioned fee before scheduling future appointments.

## **Emergencies**

In some extreme situations, you may need to talk to your counselor before your next scheduled session. If the need cannot wait until the next scheduled session call (318) 345-8200 or 1-877-345-7411 for toll free assistance. If your counselor is not available, please leave a message and your call will be returned within 24 hours or the next business day. If you need assistance after hours, weekends, or in an emergency, call the following provider for crisis intervention or go to your local hospital emergency room:

### **988 - Mental Health Support Suicide & Crisis Lifeline**

### **National Hopeline Network 1-800-784-2433**

#### **Baton Rouge:**

The Phone (Crisis Intervention Center)  
225-924-3900  
Outside of Baton Rouge  
1-800-437-0303

#### **New Orleans:**

1-800-366-1740 (River Oaks Hospital)  
504-269-2673 (Cope Line)  
1-800-749-2673 (Cope Line)  
504-895-2550 (Youth)

#### **Lake Charles:**

1-800-366-1370 (Children)  
1-800-272-8367 (Adults)

#### **Monroe:**

318-323-1505 (Wellspring)  
1-800-716-7233 (Northeast La.)  
318-387-5683

#### **DeRidder:**

318-462-0609

#### **Leesville:**

337-239-4357

#### **Shreveport:**

318-227-2100 (Centerpoint)

#### **Alexandria:**

318-487-5611 (CenLa State Hospital)  
318-443-2255 (United Way)

#### **Oakdale:**

1-800-784-2433  
1-318-335-3700