



Registration Information & Checklist

Counselor & Clients

□	Are you looking to schedule with Latasha Matthews, LPC or Mr. Darrin Goodwin? * Ms. Matthews accepts clients 16 years old & older and Mr. Goodwin 12 years old & older
□	If you are coming in for couple's counseling both parties will need to complete a profile once the appointment has been confirmed. <u>Only 1 (one) person needs schedule at this time.</u> <i>We will send the registration link to the other party <u>after</u> confirmation.</i>
□	Are you requesting services for divorce proceedings or custody issues? <i>We are not child custody evaluators and we do not address divorce proceedings.</i>
□	Are you in a crisis, in need of immediate/urgent care, or currently considering suicide? <i>Please call the hospital or 9-1-1 before scheduling.</i>

Insurance

□	Are you using an EAP (Employee Assistance Program) service? If so, do you have your EAP Authorization code and/or EAP company name? <i>You will need to add this information to your profile where it asks for insurance information.</i>
□	Do you have your insurance card (or information) available? You will need to add your insurance company's name and policy/member number to your profile <i>once the appointment has been confirmed.</i> <i>Note: It's helpful to know your co-pay or deductible prior to your appointment. However, we will verify your benefits with your insurance company. You can upload a copy of your card into your secure portal</i>
□	Do you have Medicare? <i>If Yes, We are not Medicare providers and we will be unable to serve you.</i>
□	If you have more than one insurance policy, (one will be a primary and one will be secondary), please advise us. <u>We need the policy information for BOTH policies.</u>
□	Are you aware that the only insurance Mr. Goodwin accepts is Cigna and Cigna EAP? Mr. Goodwin also accepts self-pay (where you pay out of pocket) for services. <i>Mr. Goodwin's fee schedule is as follows: \$70 per 50-minute individual counseling session \$90 per 50-minute counseling session for couples and families</i> <i>Note: If you have not met your deductible and you will be paying out-of-pocket for your services, Darrin's currently reduced rates may be lower than your cost-share.</i>
□	If you're uninsured or you decide not to use your health insurance for a service, you can request a good faith estimate of the cost of your care upfront, before your visit. If you disagree with your bill, you may be able to dispute the charges. Read more about the No Surprises Act .
□	Are interested in seeing one of our clinicians and do you have a family member who is currently seeing (or previously saw) the same clinician? <i>If so, please call the office before scheduling.</i>

Preparing for your Appointment

Once your appointment has been confirmed. You will receive an email with login information to our client portal. You need to complete your profile prior to your appointment. Your appointment will not be fully confirmed until you have completed your profile.

If your profile has not been completed within 24 hours of receiving your email, your appointment will be canceled and not confirmed.

Note: The email will come from *yourprovider@simplepractice.com*. Gmail and Yahoo accounts usually send these emails to spam. Please check your spam and bulk folders. If you have not received your welcome email within 24 business hours (our office hours are Mondays – Thursdays) please reach out to us.