

Nancy Hyland, M.A., LMFT  
Marriage Family Therapist License #52911  
PSYCHOTHERAPY

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### New Client Information

#### Payment:

- Payment in cash, check or credit card is due at each appointment unless other arrangements have been made. All fees will be confirmed during our first session.

#### Missed Appointments:

- Any appointment missed or cancelled without 48 hours advance notice will be charged at the full rate, except in the case of an emergency.

#### Insurance:

- I do not accept insurance, however some plans will reimburse a portion of fees paid for out-of-network services. Please consult with your insurance carrier in advance.
- Please also note your diagnosis may be covered under CA Mental Health Parity and Addiction Equity Act (MHPAEA). MHPAEA requires health care service plans that provide mental health and substance use disorder (MH/SUD) benefits to provide those benefits at the same level as the Plan's medical/surgical benefits. The MHPAEA does not require a plan to offer MH/SUD benefits, but if the plan does so, it must offer the benefits on par with the medical/surgical benefits it covers. Please check with your insurance to confirm your benefits.

#### Parking

- There is un-metered hour parking in front of office on Ocean Park Blvd and longer parking one block down, on opposite side of street, btw 17th & 16th Streets (across from Santa Monica Yoga & Thyme Cafe) // Some side streets have hour un-metered parking as well, but please note that 18th S. is mostly permitted parking only -- there are just a few non-permit spots next to office building // After 5pm you can also park behind the building in the "20 min bank parking" spots as bank closes at 5pm - Earlier in the day, if you are really stuck for parking, you can try parking in bank spot, but you must go in to bank and let them know that you are going upstairs and ask if it OK to leave car for a short time - they usually say "OK".

#### Forms:

- Prior to your first appointment, please print and complete all "New Client" forms and any specific questionnaires I may have suggested would be helpful.

#### Arrival at office:

- When you arrive outside my office please press door bell - button is located on the lower left door frame // I do not have a traditional client waiting room, but in case you arrive early there are two benches in the hallway just before my office // There also is a great coffee shop a few doors down "Love Coffee" and "Cafe Bolivar" across the street.

Client /Guardian \_\_\_\_\_  
[Name] [Signature]

Client/Guardian \_\_\_\_\_  
[Name] [Signature]

Date \_\_\_\_\_

