



Center for Integrated Well-Being

COLLECTION AGENCY POLICY FORM

At the Center for Integrated Well-Being, we are dedicated to providing clients with competent mental health care. We work hard to provide professional services with compassion and care. There are times in this work when payments for services become an issue that may interfere with our work with clients. We make every effort to ensure that clients receive the level of care they need. At the same time, we expect that when necessary, clients take responsibility for themselves. Sometimes this means paying outstanding charges for services we provided.

It is the policy of CIWB to authorize its contracted billing company (JB Billing Services, LLC) to send bills to clients who have outstanding charges. Further, we authorize JB Billing to submit client names and addresses to a collection agency when bills are delinquent in being paid. JB Billing will inform clients by mail that their names will be turned over unless the client pays bills.

We want to avoid needing to send a collection agency after clients. We invite all clients to take full responsibility for paying bills that JB Billing sends them. We are open to discussing any and all bills & policies with clients and their family members.