TWC No Fly List- Zero Tolerance Policy

In order to maintain the positive atmosphere that exists at Tranquil Waters Counseling, this No Sail Policy exists to discourage anyone from being disgruntled towards any Tranquil Waters Counseling Staff or other Patient while in our office, to include phone calls with our Staff. Our Staff do their best in every aspect of their position, but please keep in mind there are often other challenges in our job to include phone issues, Medical Records System issues, as well as other unforeseen events.

Our Staff are valued for the hard work they do and they deserve to be compensated for their time. An area that often causes concerns for Patients are insurance issues/copay issues. The best way to get a resolution on Billing Issues is to please call our Main Line at 407 738-9408 Ask For Billing AFTER you have confirmed the information with your insurance company as they are best able to answer your insurance questions. We do not dictate your Copay Amount, we only confirm the Rate with which your Insurance provides to us, and there are some times that Insurance mis-quotes a copay amount or has a COB (Coordination of Benefits Issue). If this is the case, we will do our best to advocate with you with your insurance company.

Should there be any aggressive behavior (yelling, raising voice, or any other type of behavior that can be perceived as intimidating or threatening), you will be immediately discharged from your treatment at Tranquil Waters Counseling and asked to seek your mental health care elsewhere.

If this should happen, you can seek out another mental health professional through PsychologyToday.com or by calling your Insurance Company for other referrals.

Thank You for Your Help in Maintaining a Positive Environment at Tranquil Waters Counseling.

Your signature below confirms your acceptance on our No Sail Policy.

Please print your name and sign below:

Client (or Guardian) Printed Name: _____

Client (or Guardian) Signature: _____

Date: _____

☐   I am the parent/guardian of this patient