

Staff Wellness- Counseling Session Procedures



POLICY

Effective Date: 06/01/2025

Purpose:

To promote staff wellness, Kids Central, Inc. offers financial support for employees seeking mental health counseling. Eligible employees may be reimbursed for a limited number of counseling sessions under the following guidelines.

Eligibility:

- All active employees of Kids Central, Inc. are eligible.
- Counseling services must be provided by a licensed mental health professional.

Coverage & Limits:

- Up to five (5) counseling sessions per program year.
- A maximum of \$500.00 per year per employee may be reimbursed.
- Health insurance must be billed first before any reimbursement is issued.
- All reimbursements are subject to funding availability.

Step-by-Step Procedure:

1. Schedule & Pay for Counseling Sessions

- The Human Resources Specialist is available to assist employees in locating available mental health services, utilizing health coverage, and the reimbursement process.
- The employee may select a licensed counseling provider of their choice, for staff with no insurance coverage the employee will need to utilize a counseling program with an MOU with Kids Central, Inc.



- The employees are responsible for all fees upfront.
- Any employee with a Health Savings Account issued by Kids Central, Inc. must utilize this method to pay any amounts responsible by the employee, if applicable. Amounts paid by Kids Central, Inc. Health Saving Account will not be eligible for reimbursement.

2. Insurance Billing Requirement

- The counseling provider must bill the employee's health insurance first, if applicable.
- Reimbursement will only be issued for amounts not covered by insurance (i.e., co-pays, coinsurance, or denied amounts).
- Reimbursements will not be issued for charges incurred due to tardiness or fees for missing appointments.
- Documentation showing that insurance was billed is required (e.g., Explanation of Benefits or provider billing summary).

3. Collect Required Documentation

After each session, the employee must obtain:

- A receipt showing:
 - Name of the provider
 - Date of the session
 - Total cost
 - Amount paid by the employee
 - Method of payment (credit/debit card)
- A copy of the Explanation of Benefits (EOB) or billing document proving insurance was billed and the out-of-pocket amount.



4. Submit for Reimbursement

- Submit all required documentation to the Kids Central, Inc. Finance Department.
- Include a completed Expense Reimbursement Request Form A-109 (available on the website).
- Submission must occur within 30 days of the counseling session.

5. Receive Reimbursement

- **Upon verification, the Finance Department will process reimbursement:**
 - Reimbursement is limited up to \$100.00 per session.
 - Payment will be made via check through account payables.
 - Allow 1-2 weeks for processing.
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Summary of Required Documentation:

To receive reimbursement, the employee must submit:

1. Counseling session receipt
 2. Documentation showing insurance was billed
 3. Completed Reimbursement Request Form
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Confidentiality Statement:

All submissions are confidential. Only Kid Central, Inc., personnel involved in scheduling or reimbursement processing will view submitted materials. No information regarding the content or nature of counseling services will be shared.