



iNfinitely Well is dedicated to providing the most holistic, tailored care possible that aligns with you and your needs. We know that the reasons people struggle with mental health are very unique and varied and don't often easily fit into neat boxes or diagnoses. Our experience has been that insurance companies expect us to pathologize clients and label them in ways that can be stigmatizing or that lead to rushed, incomprehensive, and at times not wholly accurate diagnoses, and sometimes can even limit the care we can provide regardless of client need. When you use insurance, it's possible that the insurance company can try to access client notes in order to determine coverage. While this may be rare, we value both your confidentiality and the autonomy of our clinical knowledge, judgment, and partnership with you.

We don't take the decision not to accept insurance lightly, and understand that it may present an access issue. We try to offset the impact of this decision by providing a sliding scale of up to 50% off of your clinician's fees when we can. Please check with your provider to see if they have sliding scale openings, or note that you are interested in a sliding scale option if you haven't been placed with a provider yet.

We also offer the option of a superbill; this is a billing statement we can provide for you to submit to your insurance company for reimbursement. We are happy to provide this but have no control over whether or not your insurance will offer you reimbursement. You will want to speak with your insurance company carefully regarding this. Once we have provided the superbill, all navigation regarding the superbill will be your responsibility. Providing a superbill comes with the same concerns we hold regarding accepting insurance for payment, including their right to access your notes and records. Still, we understand that this may be one meaningful way to offset the financial impact of accessing mental health support, and we will work with you to navigate those concerns.

iNfinitely Well also accepts FSA/HSA (Flexible Savings Account/Health Spending Account) cards if they have a Visa or MasterCard logo. We work with Therapy Funds, which will work with us and are contracted with EAP funds. Please contact your EAP fund to see if we are in a network with them. In an effort to support access, we are open to working with other third-party payment options but cannot guarantee that we can accept every option.