



Welcome to CAF Therapeutic Strategies! Please take a minute to review the following information prior to your appointment.

Portal

You will receive an email inviting you to sign up for the online patient portal through Luminello. After you create an account, you will be able to communicate with your provider via email, update your demographic information, and see your appointments.

Forms completed in advance

Prior to your first appointment, you will be asked to complete several [forms](#) and input information into the Luminello portal. It looks like a lot (and it is, but it's also important). Completing all of this in advance give us more time during your appointment to focus on your presenting concerns instead of paperwork and background information. Most of the steps can be done directly through the portal but a couple forms are easier to print and fill out. You will find the forms under the "My Documents" tab in the portal. See step by step instructions below:

1. review and electronically sign the **CAF Policies** form.
2. **print** and fill out the **credit card on file policy** and the **Release of Information**.
I will need a release of information for the individual who referred you (primary care doctor, therapist, etc). You can fill out additional releases if desired. Once completed, you can upload the forms to the portal (as an attachment) or you can bring the printed copies with you to your appointment.
3. On the portal, fill in your **Demographic information** (under the "My Demographic Info" tab in the portal— please include address, phone number, insurance info, etc).
4. complete the **intake questionnaire** (I will send this to you through the portal)
5. complete the **rating scales** if any (I will also send this through the portal)

Insurance

Accepted insurances: Wellmark and United Healthcare. There may or may not be a copay you are responsible for at the time of your appointment. Also, some insurances have deductibles that must be met before they will cover the cost of the appointment. It is recommended to reach out to your insurance carrier to learn about what to expect regarding payment for our services. If you are not in network with the above insurances, you can pay out of pocket for your appointment and then submit to the insurance company for reimbursement. If requested, documentation for this will be provided at the time of your appointment.

[Type here]

Cancellation and No Show Policy

To avoid any unwanted costs, please review our cancellation and no show policy on the website:

<https://www.cafquadcities.com/patient-information/#cancel>

Location

The office is located in Davenport at 1225 E River Drive Suite 303 (on the third floor). The office is in the One River Place building. There is free visitor parking surrounding the building on the east, south and west sides. Enter through the west entrance (the far left when facing the building with the river behind you). Once inside, take the elevator to the 3rd floor.

Waiting area: take a right down the hall (up a small ramp) and after passing a couple doors you will see an area with two chairs and a *wait here* sign. Staff will get you from there when it is time for your appointment. Every effort is made by the office to be on time; however, sometimes unforeseen events cause things to run behind. Thank you for your patience.

COVID-19 information

In recognition of CDC guidelines, masks or facial coverings that appropriately cover the nose and mouth are required for individuals over the age of 2. NO exceptions. The office will be cleaned regularly with common areas disinfected in between patients.

Please don't hesitate to call with any questions prior to your appointment.