How to Register As A New Client

We are excited to welcome you to Limelight Recovery!

We look forward to getting to know you more to find out how we can support you. For more information on our practice, please visit www.Limelightrecovery.com

For your convenience we have created this step by step guide to help you through the registration process. Limelight Recovery uses a secure telehealth portal to provide virtual therapy services.

To register for therapy, go to Limelight Recovery, Inc | SimplePractice (clientsecure.me.)

1. **Click " I'm A New Client"**

2. **Choose the Clinician you want to work with.**

To learn more about our clinicians, click here Indiana Team (limelightrecovery.com)

3. **Hit "Select" next to the name of chosen Clinician.**

4. **Hit "Select" 15 minute consultation**

5. **Hit "Select" next to Video Office**
   We do not offer in-person services**.**

6. **Choose a Day and Time that fits your schedule and Availability.**

7. **Click "Who is this appointment for?"**

8. **Enter your contact information & credit card Information to reserve your appointment.** (You will get a chance to upload your insurance information later in the process- see step 14). *NOTE: Unless you are self pay, the card on file will only be used to charge for copayments (if your insurance plan requires copay), or if you miss an appointment without 24 hours notice. There is a $40 fee for no-shows/late cancellations.*

9. **The next step is to monitor your email for a response from the clinician you have chosen.** The clinician will accept your appointment request and send you some forms to complete prior to your consultation. This can take 1-3 business days.

10. **Check your email (even the Spam Folder) for an email from "Limelight Recovery, Inc. Client Portal.** It will look like this:

⋮⋮ ☐ ☆ **Limelight Recovery,.**   **Video appointment confirmed for Thursday, October 19th at 4:30 pm (ED..**

11. **Click Sign In to access the client portal and all documents for you to complete**

IMPORTANT: This is an automated message. Please do not reply. For any questions please contact your provider.

You have a new document from Stacy Cary at Limelight Recovery, Inc. Sign in to your Client Portal to view it.

SIGN IN

This one-time link will instantly sign you in until 9:54 am (EDT) on 10/17/2023.

12. Once logged in, click through the tabs to view your Appointments, Documents, and Billing (pictured below)

Limelight Recovery, Inc

APPOINTMENTS   **DOCUMENTS**   **BILLING & PAYMENTS**

13. Complete all documents under "Documents" tab. These documents are your consent to participate in telehealth services, notice of Limelight's policies, and assessments to prepare for your intake. Please note that we cannot meet with you virtually until you have completed the enrollment documents. We will reach out to you to troubleshoot any issues and reschedule the appointment.

14. Insurance: If you will be paying with insurance, take a picture of your insurance card (front and back) and upload it to the portal. Please do this as soon as possible to allow time to verify your insurance prior to starting services. You can also send a picture of your insurance card (front and back) to our Office Assistant at 812-994-0902 or **admin@limelightrecovery.com**.

15. You're all set! See you for your first appointment. To access your appointment link, log into your client portal from the welcome email (see step 10) and select the link under the Appointments tab. Please note that depending on what device you are using, you may be prompted to download the Telehealth app to view the appointment.

Looking forward to working with you! If you have any questions or concerns please contact the office at admin@limelightrecoverycom.