

Practice Policies & Information

Confidentiality: Your work here is confidential and protected by HIPAA and state statutes. Please see the separate HIPAA document for full details.

Scheduling & Fees

Regular Sessions:

Individual, Couple, and Family Sessions: Standard meeting times in face-to-face, telehealth, and phone psychotherapy (occasionally as necessary) formats is 60 minutes consisting of 50 session minutes plus 10 for note taking, treatment planning, and transitioning. The fee for regular individual sessions is \$175.00 per hour, and for couples and family sessions it is \$195. Requests for time beyond 60 minutes must be discussed with me and scheduled in advance, and I will try but may not be able to accommodate the request. Insurance may not cover this additional time, and if not you must pay for these additional fees. Additional time will be prorated at \$2.75 per minute. In the rare event we must meet outside of my office, or if you want me to attend a meeting or write a letter on your behalf, these same fees will apply plus waiting and travel times to and from my office. If I am needed for court, fees may include times lost for cancelled sessions, time for preparation, travel, and/or waiting, even if the need for testimony is cancelled. Fees for group counseling and consultation/coaching packages, fees may vary and will be determined based on the needs, goals, and treatment plans as appropriate.

Group Sessions: Standard meeting times in face-to-face, telehealth, and phone group therapy formats vary based on the nature of the group but tend to be 90 minutes consisting of 80 session minutes plus 10 for accurate note taking, treatment planning, and transitioning. The fee for group sessions also varies and will be announced as groups are announced. Requests for time beyond 90 group minutes must be discussed with me and the group in advance and scheduled to meet as a group with fee compensation agree to and pre-planned by all members, and I may not be able to accommodate the request. Requests for individual and/or partial member meetings outside of group will be declined, and reasons for seeking such a request will be discussed within the group. Insurance may not cover this additional time, and if not you must pay for these additional fees. Additional time will be prorated at \$2.75 per minute. In the rare event we must meet outside of my office, or if you want me to attend a meeting or write a letter on your behalf, these same fees will apply plus waiting and travel times to and from my office. If I am needed for court, fees may include times lost for cancelled sessions, time for preparation, travel, and/or waiting, even if the need for testimony is cancelled. Fees for group counseling and consultation/coaching packages, fees may vary and will be determined based on the needs, goals, and treatment plans as appropriate.

Intake Sessions:

Individual, Couple, and Family Intake: Our first session will be an Intake Appointment scheduled for the standard 60 minutes and billed at \$225 for individuals and \$250 for couples and families. Before we meet, all practice paperwork must be reviewed and signed, and intake paperwork completed. To hold your space, a Credit Card Authorization must be completed, or other form of payment secured. If during or after intake you and/or I decide a therapeutic relationship between us is not in your best interest, you agree to pay for the Intake Session but will no longer be charged. Before intake, if you have insurance, use the Insurance Authorization & Information form (see below under Insurance) to call your provider to learn your benefits.

Group Screens: All group clients must understand, agree to, and sign the Informed Consent for Group Therapy by Telehealth. For group participants who are not pre-existing clients, group therapy begins with a group screen session to discuss your needs and ensure the group is a good fit. These screens last 30 minutes at a fee of \$75 per screen for individuals and \$100 for couples. Should we decide group therapy is a good fit, all practice paperwork must be reviewed, understood, and signed, and all intake paperwork

completed prior to the first group session. To hold your space, a Credit Card Authorization must be completed, or other form of payment secured. If during or after screen you and/or I decide my format or approach to group therapy is not in your best interest, you agree to pay for the Group Screen but will no longer be charged. Before intake, if you have insurance, use the Insurance Authorization & Information form (see below under Insurance) to call your provider.

Graduate-Student Interns: I offer options to work with graduate-level counseling students who are under clinical supervision on their way to becoming licensed counselors. Intake and regular session fees to work with an intern is \$40, and interns can work with individuals, couples, and families. Part of the counselor education process is to record sessions with clients' specific permission to do so, understanding of why it is necessary and how it is helpful, and how their information will be protected. To work with an intern clients must agree to sign an Informed Consent for Video Recording to allow interns to record sessions to share in individual and group supervision. Focus on the recordings will be on the interns' work and conceptualization of your case, rather than what you are in counseling to explore. All recordings are kept confidential and never shared with anyone outside of designated supervisors and intern-peers, and all recordings are deleted as soon as they are no longer needed for learning purposes. Scheduling with interns must first go through me to ensure good fit and scope of practice, and if I determine you need a higher level of care we can consider working together or I will help you find a referral.

Insurance & Payments

Insurance:

I am what's called an In-Network provider with Blue Cross Blue Shield, Allegiance, Pacific Source, and Mountain Co-Op. If your insurance is not one of these companies, you can ask your company if fees will be covered for what's called an Out-of-Network provider. If you use insurance, it is your responsibility to call them and discuss your plan and understand your mental health benefits. While I have set my own rates, your insurance company will determine, according to your plan, what's called their "allowable amount" for my session fees and their payment of that fee, and the co-pay if your plan requires one. You may also have to meet an annual deductible before your insurance will pay for claims. The easiest way to handle co-payments or your payments toward deductible is by charging a card on file after session when I bill your carrier for the balance (see Payment Authorizations under Credit Cards below). Prior to intake, please use the Client Insurance Form to call your insurance company and learn about your benefits for counseling services, as well as give me authorization to bill them on your behalf. Information you need when talking about counseling benefits include the policy holder's date of birth, address, and phone, as well as deductible status, co-payments, whether you need prior authorization, session limits, and any other relevant information. You may also want to ask whether they cover certain billing codes, which in my practice is mostly 90791 for Intakes, 90837 for Individual Sessions, and 90847 for Couples and Family Therapy. I advocate it is best for you to discover and know this information for yourself, as you are responsible for using your insurance in any way that best serves you and you are 100% responsible for any payment not made by your insurance company.

Payment: For billing and payment, all clients must register and create a client portal through TherapyPortal.com. If you need assistance with this process, I am happy to help you, and if you ever need me to send a new welcome message for password reset, let me know. Payment for the agreed upon fee (out-of-network, co-pays, coaching packages, etc.) is due at the time of the appointment. Appropriate payment methods are as follows:

Credit Cards: To simplify fee payments, you may complete the Payment Authorization Form in your Client Portal and enter a credit card number to allow me to automatically charge your card after each fee incurred. Receipts are available upon request.

Cash or Check : I also accept cash or check, which will be due at the beginning of each intake/session. Soon after, I will email you a receipt. A \$30.00 service charge will be incurred for returned checks for any reason for special handling. For extra time incurred, when all charges are accrued, I will prepare a bill and require payment at that time.

Scheduling and cancellations: Your time is set aside just for you, so I expect you will prioritize your attendance and staying committed to your treatment plan. For no-shows and late cancellations within the 24-hour cancellation period, I will charge a reduced fee of \$100 rather than the full fee of \$175. Interns under supervision will charge their full \$40 fee for late cancellations and no-shows. This policy applies to an appointment you did not cancel because you decided to not continue counseling, an appointment you “forgot,” an appointment which conflicts with another one you made, or if you choose to do something important to you rather than attend your session. I cannot charge insurance companies for missed appointments, so you will be responsible for the full \$100 or \$40 fee, not just your copay. Emergency cancellations will not be billed and are events beyond your control such as snowstorms, car accidents, funerals, hospitalizations, or illnesses that come on the day of your appointment and would keep you out of work or school. If you miss two consecutive appointments before rescheduling, or if no-shows or late cancellations become a pattern, we will need to discuss your treatment goals and whether you are able to commit yourself to counseling at this time. If possible and as available, I will reschedule your appointment for the same week which means you will not incur a \$100 late-cancellation or no-show fee. Emergencies will be considered, and fees waived for appropriate circumstances, but if late cancellations and/or no-shows become a pattern, fees will be charged.

Communication, Emergencies, and Termination of Services

Reaching Me or Interns Outside of Sessions: Voice mail, email, and private messaging through your Client Portal is available 24 hour a day, but please note it may take 24 to 48 hours to get back to you, which includes confirming I have received messages for cancellations and reschedule requests. Over the phone, I am happy to answer occasional short calls (5 or so minutes) as time allows, but if we need to spend more time to handle a difficulty that has arisen between sessions, I am glad to do so as available. This extra time billed is at my full fee prorated to the amount of time spent. Please note most of our time together will be reserved for pre-scheduled counseling sessions, and phone time is not intended to include extra unscheduled time for treatment.

Emergencies: If you are in a mental health emergency, there is a new easy number to call which is 988! Bozeman Health also now has a Psychiatric Emergency Services unit to help with crisis assessment, intervention, and care management. You may also call the Bozeman Help Center at 406-586-3333 for a 24-hour Crisis Answering Service. They can support you in the moment and help if you need time with a Crisis Response Team member or to go to the nearest Emergency Room. They may also reach out to me, interns, or another professional(s) requested to cover in my absence and that you will know you about and have signed a Release of Information for emergency coverage in my absence.

Termination of Services: Please note emails, texts, and voice mails are not an appropriate way to terminate services. Ending relationships can be difficult and ending therapy can be a very empowering process whether termination is because you have reached your goals, are moving, or are unhappy with your counseling experience. Planning for the end of therapy and having a final session is ideal. We will discuss what worked, what did not work, what you accomplished, and the work that may be left. We may also discuss referrals and other treatment options. If I determine the psychotherapy is no longer appropriate for your goals, is not being effectively used, or if you are in default of payment, I may initiate termination; however, please know I will never terminate our therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If for two consecutive weeks you have not scheduled an appointment, called to confirm next week’s appointment after a cancellation or no-show,

or unless other arrangements have been made in advance, for legal and ethical reasons I must assume you are no longer interested in counseling and close your file. Please know if this happens you are always welcome to reach me and discuss whether it is appropriate for us to re-establish our therapeutic relationship.

Termination for non-payment: In the event your credit card is being declined, you are not bringing cash or check payments with you at the beginning of intakes/sessions/other appropriate fees, or for any other reasons for non-payment, I reserve the right to terminate our therapeutic relationship. You will still be held accountable to pay any balances due, and non-payment may result in collection services. I will provide referrals to you for transferring to another professional.

Conclusion

Thank you for taking the time to read my practice policies and information, and for your courage to consider therapy! If you have questions or concerns about any of these policies and procedures, please bring them to my attention so that we can discuss them.

ACKNOWLEDGMENT

YOUR DIGITAL SIGNATURE IN YOUR CLIENT PORTAL AT THERAPYPORTAL.COM INDICATES YOU HAVE READ AND UNDERSTAND THIS AGREEMENT, AND YOU AGREE TO ITS TERMS. IT ALSO SERVES AS AN ACKNOWLEDGEMENT YOU HAVE RECEIVED AND UNDERSTAND THE HIPAA NOTICE DESCRIBED HEREIN.