



PRACTICE POLICIES

Reach Counseling, LLC is an outpatient mental health treatment center, which seeks to provide up-to-date clinical services to consumers. All clinical interventions are evidence based. Interventions can be specific to individual needs and circumstances. Services range from general outpatient counseling services to intensive outpatient services. The level and delivery of services is determined between the consumer and provider, based on the level of individual symptoms and needs. Treatment is provided by employees or contracted employees of Reach Counseling, LLC. Treatment is provided at 873 W. Baxter Drive in South Jordan unless otherwise stipulated.

FEES, INSURANCE, PAYMENT, AND CANCELLATIONS: Insurance billing, some scheduling options, as well as the option of email, text or voicemail appointment reminders are courtesy services provided to consumers of Reach Counseling, LLC. Any verification of insurance benefits is not a guarantee of payment by insurance companies. Consumers will be responsible for all charges not covered by insurance. Optum Salt Lake County Medicaid consumers do not have to pay for covered services received when they have Medicaid.

All consumers of Reach Counseling, LLC services are required to keep a debit or credit card on file with Reach Counseling LLC for payment of copays and other applicable service fees (see below). Scheduled times are reserved for you, and providers are not reimbursed when appointments are cancelled on short notice. Giving 24-hours notice when you are unable to keep scheduled appointments is courteous of the provider's time and gives other clients an opportunity to schedule in open times. For this reason, late cancellations or broken appointments, consumers are subject to a **late cancellation fee of \$50.00**. Consumers with a history of late cancellations and/or missed appointments will be required to schedule appointments by contacting the provider directly prior to scheduling, and may be subject to termination from GOP or IOP services. Reach Counseling, LLC accepts personal check, cash credit/debit cards and HSA cards as forms of payment. In some situations, payment through a third party (such as clergy or crime victims reparations) may also be arranged. Checks and cash for copays should be presented at the time of the visit to avoid copays being billed to the card on file with Reach Counseling, LLC. In the event of financial hardship, please discuss suspending a copayment charge with your provider. **A \$10.00 service charge** may be applied in the event of denied electronic payments or returned checks. If you make arrangements for delayed payment in advance, service fees can be avoided.

Consumers choosing to use insurance take full responsibility for providing insurance information to the provider or staff of Reach Counseling, LLC prior to or on the first day of treatment. Pre-authorization is the responsibility of clients, and information will be provided to clients regarding seeking verification of benefits. Reach Counseling, LLC is not covered by all insurance policies, and financial responsibility for payment of services rests with the client. In the event that insurance information is falsified or not provided, clients are financially responsible for the payment of the full session fee. Denied claims (or denied portions of claims) are the responsibility of the client. Actual reimbursement rates are individually contracted between Reach Counseling, LLC and insurance providers. **All GOP insurance claims are billed at \$130.00 per full session or \$200.00 for an**

original assessment. All IOP insurance claims are billed at \$120 per session/day and \$200.00 for an original assessment. The amount owed by consumers in the event of insurance non-payment is based on the individually contracted insurance rates, as established between your insurance provider and Reach Counseling, LLC. Consumers of Reach Counseling should contact individual insurance providers with questions regarding insurance reimbursement. Payment for services denied by insurance is due **within 30 days of notification from the insurance company.** Late payment charges apply (see below).

Reach Counseling, LLC offers an “out of pocket” rate of **\$120 for a 90 minute assessment and \$80.00 per 60 minute session** under the following circumstances:

- Reach Counseling, LLC is not contracted with your insurance provider
- The consumer’s insurance does not cover the treatments provided by Reach Counseling, LLC
- The consumer does not have insurance coverage
- Services are billed to a card on file, or cash or check payment is received **at the time of service.**
- Reach Counseling, LLC reserves the right to bill at standard rates for treatment when “out of pocket” payments do not fall under the circumstances listed above. Standard rates are: **\$130.00/general outpatient session; \$120.00/session day of intensive outpatient services and \$200.00/initial assessment.** If payment is financially difficult, please discuss your situation with your provider, as other community resources may be available.

The standard meeting time for a GOP session is **45-50 minutes.** Depending on needs and circumstances, longer sessions may be requested or recommended. Requests for longer sessions should be discussed with the therapist in order for time to be scheduled in advance. Full payment for longer sessions may not be reimbursed by insurance companies, and clients are responsible for payment of services not authorized or covered by insurance. When clients arrive late for a scheduled appointment, the session will be billed at the regular rate, and end at the regularly scheduled time.

Days and times of IOP services vary and will be discussed and agreed on prior to services. Variations not agreed on prior to treatment or without prior insurance authorization are subject to the above standard rates and/or fees as listed below.

Services which are generally not covered by insurance policies are referred to as consultation or case management services and include the following: 1) Phone consultations at your request regarding therapy issues outside of your regularly scheduled appointment, billed at **\$20.00 per call.** Calls are limited to 15 minutes. If additional time is required, additional fees apply and time is rounded up based on 15 minute increments. This includes client requested phone consultations with schools, daycares, attorneys, and outside providers. Calls related to scheduling are not billed as consultations unless a consumer wishes to discuss therapy/clinical issues. 2) Electronic communication fees (text or email) for communication facilitated by the client regarding clinical issues between sessions will be considered consultation, and is not billable through insurance. Consumers will be billed **\$20.00 per email/text.** This does not apply to communication regarding scheduling or sending forms, handouts etc. relevant to treatment. 3) GOP consumer attendance in groups, workshops, etc. Rates are established by individual providers, staff, or contractors of Reach Counseling, LLC prior to the event and include variables, such as materials, length of group/workshop, and individual provider or contractor rates. 4) Late payment charges of **\$20.00 for every 30 days a bill is past due** beginning 30 days after treatment is received if insurance is not billed, or 30 days after notification of denied portions of payments from the insurance company in cases where insurance is billed. 5) **Late cancellation or broken appointment service charges of \$50.00** as outlined above. 6) Paperwork services, including records requests, letters, etc. will be charged a service fee of **\$25.00 per completed request,** payable at the time of service.

TELEPHONE ACCESSIBILITY: Clients may call or text the provider between sessions, however, the provider may not be immediately available. Calls and texts will be returned within 24-48 business hours. The provider will return voicemail and text messages as soon as possible, however, these forms of communication should not be considered as access to crisis or emergency services. Face-to-face sessions are preferred for mental health treatment. However, in the event that you are out of town, sick, or requiring additional support, phone consultation services can be arranged. Phone consultations are not generally covered by insurance and consultation rates apply (see above). If a true emergency situation arises, please refer to crisis contact information provided on Reach Counseling LLC's website (www.reachcounselingutah.com) or call 911 or go to any local emergency room.

SOCIAL MEDIA POLICY: Due to the importance of client confidentiality, and the respective privacy of clients and providers, it is the policy of the provider to not accept friend or contact requests from current or former clients on any social networking site (Facebook, Twitter, LinkedIn, Google+, etc). When Reach Counseling, LLC or the provider adds business page or professional page or contact information, links to these social networking options will be available on the Reach Counseling website at www.reachcounselingutah.com. If you have questions about this policy, please bring them up during regularly scheduled appointments.

ELECTRONIC COMMUNICATION: Reach Counseling, LLC takes precautions to ensure confidentiality. (See HIPPA Notice of Privacy Practices for details.) Your confidentiality is extremely important to us, and due to the inherent limitations of security in using electronic communication. It is up to individual consumers to be aware of these limitations. Reach Counseling, LLC recommends that electronic forms of communication be used only when clients are comfortable with electronic communication and familiar with the limitations of security. It is also recommended that electronic forms of communication be limited to scheduling and/or transmitting forms and handouts or links relevant to your clinical needs. Reach Counseling, LLC **does not recommend** for clients to send private mental health records, information regarding forms of payment, or other identifying information, such as social security numbers, through electronic communication. Reach Counseling requests that clients use face-to-face or telephone contact to discuss therapeutic content and/or request assistance between sessions. When electronic communication is used as a form of communication for scheduling or exchanging non-clinical information, consumers should identify themselves by first name or first name and an initial in order to protect privacy. Consumers retain the option to withhold or withdraw consent for electronic communication **in writing** at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. This request will be noted in individual client contact notes. Certain forms of electronic communication may be printed or saved by the provider when it is considered relevant to treatment or documentation, however, Reach Counseling, LLC does not retain documentation of electronic communication that is not clinically relevant. Dissemination of any identifiable images or information from electronic communication to researchers or other entities shall not occur without the **written consent** of the consumer.

MINORS When providing services to minor clients, Reach Counseling, LLC maintains the following:

- It is generally the policy of Reach Counseling, LLC to coordinate care of minor clients through parents.
- It is the parents' responsibility to comply with divorce or legal custody requirements including, but not limited to, informing and obtaining consent for counseling. Reach Counseling may ask for a copy of divorce or legal custody decrees.
- If a minor client seeks treatment without the consent of an adult, the minor will be given contact information for community resources which provide more in-depth services to minors in at-risk circumstances.
- Parents are legally entitled to clinical notes and information about sessions with minors, however, it should be noted that clinical documentation is limited to treatment observations,

circumstances, and interventions. Specific references to comments and conversations are not documented unless it is clinically necessary.

- It is often in the best interest of minor clients to have a safe place to process thoughts and feelings about emotions, behaviors and relationships. It is the policy of the provider to guide minors in processing to a point where they become more able and confident in expressing needs, wants, thoughts, feelings, and concerns to parents and/or legal guardians.
- In the case of younger minors (preschool through latency age), treatment outcomes are enhanced through parental participation in clinical sessions unless otherwise indicated (due to abuse, neglect, or other relationship dynamics).
- The provider will discuss with minors and parents which information is appropriate for them to receive and which issues are more appropriately kept confidential.
- Parents are required to remain in the building during treatment of minors, unless otherwise arranged with the provider.

TERMINATION Termination of treatment services through Reach Counseling, LLC is generally facilitated as treatment goals are met, when a consumer is dissatisfied with services provided, or when the services provided do not meet the needs of a consumer. In both cases, appropriate referrals for additional treatment or follow-up resources will be provided. Ending long-term relationships with providers can be difficult. Where possible, termination of services will be addressed in advance, and will be determined based on the length and intensity of treatment or relationship with a provider. In the event that the provider is unable to meet the needs of a consumer, appropriate referral sources will be provided. Likewise, if the provider determines that the psychotherapy is not being effectively used, or in cases where a consumer is default on payment for services, the provider reserves the right to terminate the therapeutic relationship. This will not occur without first attempting to resolve concerns with the consumer.

By signing below, you indicate that you are the consumer or consumer representative, and agree to the policies outlined above.

Consumer or Responsible Party

Date

Relationship to consumer: _____