

# Maplewood Psychology P.A.

2399 Ariel Street North, Suite D, Maplewood, MN 55109 (651)770-1311 Fax: (651)770-1879

## PSYCHOLOGICAL SERVICES AGREEMENT

Welcome to Maplewood Psychology P.A. This document contains important information about our professional services and business policies. Please read it carefully and jot down any questions you might have so that you can discuss them at your next meeting. When you sign this document, it will represent an agreement between you, your Therapist and Maplewood Psychology P.A.

**PSYCHOLOGICAL SERVICES: AIMS AND GOALS** The major goal is to help you identify and cope more effectively with problems in daily living and to deal with inner conflicts which may disrupt your ability to function effectively. This purpose is accomplished by:

1. Increasing personal awareness and belief in your competence, knowledge, and skill.
2. Increasing personal responsibility and acceptance to make changes necessary to attain your goals.
3. Identifying personal treatment goals.
4. Promoting wholeness through psychological healing and growth including healing from illness and addictions.

Your openness about risks, feelings, and fears will help your treatment succeed. You can benefit from your work here by playing an active role in your treatment, including working with your therapist to outline your treatment goals and regularly assess your progress. There may also be less progress if you do not follow through with recommended treatment(s). You may be asked to complete questionnaires or to do homework assignments. Your progress often depends much more on what you do between sessions than on what happens in the session. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have benefits for people who actively participate in the process. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress.

**MEETINGS/SESSIONS** We normally conduct an evaluation that will last 2-3 sessions. During this time, we can both decide if your Therapist is the best person to provide the services you need in order to meet your treatment goals. If psychotherapy is begun, we will usually schedule one 50-minute session (one appointment hour of 45-53 minutes duration) per week, at a time we agree on, although some sessions may be longer or more frequent. Appointments may be made by calling our office. Our administrative office is open from 8:30 a.m. to 5:00 p.m. Monday through Friday. Appointment times are available outside of these hours, i.e., some evenings and Saturdays. Once an appointment hour is scheduled, you are expected to attend.

**IF YOU NEED TO CHANGE OR CANCEL AN APPOINTMENT, YOU MUST CALL 24 HOURS IN ADVANCE OR YOU WILL BE CHARGED \$75 FOR THE MISSED APPOINTMENT. A VOICE MESSAGE IS ACCEPTABLE AND WILL BE KEPT CONFIDENTIAL. INSURANCE COMPANIES DO NOT COVER MISSED APPOINTMENTS CHARGES.**

**RESPONSIBILITY FOR PAYMENT** We will conduct an insurance inquiry and provide you a copy at your first session. Benefit information relayed by our office staff is not a guarantee of coverage. Any questions of insurance coverage should be verified by you, the policyholder. You understand that health and accident insurance policies are an arrangement between an insurance carrier and you and that co-pays are a cost sharing between you and your insurance company. You are expected to pay your co-pay each session, by law. **The clinic or therapist does not have the authority to waive co-pays or deductibles.** Statements are only sent when there is a balance due.

You must also notify the clinic if there are any changes in your health insurance coverage, home address, or phone number. You understand that payment for services rendered are ultimately your responsibility and prompt payment is expected. If payment arrangements have not been made, and/or consistent monthly payments not kept by the responsible party, unpaid accounts will be sent to a collection agency within 90 days. If you have any questions regarding charges or billing, please talk with our office manager or your therapist. Certain therapy situations may require prepayment or deposit.

**Fee Schedule:****PSYCHOTHERAPY**

	<u>Fee</u>
Initial diagnostic interview: 2 visits	\$200.00 each
Individual, Couple, or Family Therapy: 53-60 minutes	\$180.00
Individual, Couple, or Family Therapy: 38-52 minutes	\$150.00
Individual, Couple, or Family Therapy: 16-37 minutes	\$75.00
Psychological Testing/Assessment Tools- 1 unit	\$150.00
Missed Appointment/Late Cancel Fee	\$75.00
Professional Services: per hour	\$150.00
Legal Proceedings work: per hour	\$200.00
 <b>ADMINISTRATIVE FEES:</b> Returned check fee	 \$30.00

We charge \$150.00 an hour in 15 minute increments for less than an hour for other professional services you may need. These services include: report writing, treatment summaries and preparation of records, consulting with other professionals with your permission, and telephone conversations lasting longer than 10 minutes, and the time spent performing any other service you may request of us. If you become involved in legal proceedings that require your Therapist's participation, you will be expected to pay for their professional time even if they are called to testify by another party. Because of the difficulty of legal involvement, we charge \$200.00 per hour for preparation and attendance at any legal proceeding.

Our practice is committed to providing the best treatment to our patients. Our fees are representative of the usual and customary charges for our area and the services provided. As a private agency, we do not have a sliding fee scale. In circumstances of unusual financial hardship, please speak to your therapist about negotiating a fee adjustment or payment installment plan. If your account has not had a payment posted for more than 90 days or a financial agreement is not in place, your account will be referred to a collection agency at the established rate. . In most collection situations, the only information we release regarding a patient's treatment is his/her name, address, phone numbers, social security number, date of birth, the nature of services provided, and the amount due.

You (not your insurance company) are ultimately responsible for full payment of fees. It is very important that you find out exactly what mental health services your insurance policy covers. Any questions of insurance coverage should be verified by you, the policyholder. Insurance copays/patient portion or self-pay amounts are due at the time of the provided services.

If you are using out-of-network benefits, full payment is due at the time of services. Maplewood Psychology P.A. will submit your claim for you and reimburse you for any payment received by the insurance company. Statements are only sent when there is a balance due.

Every insurance company requires clinical diagnosis with claim submission. Sometimes your Therapist has to provide additional clinical information such as treatment plans or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files and it is their responsibility to ensure confidentiality and security.

**MEDICARE** Maplewood Psychology P.A. is not a Medicare provider. If you have Medicare Part B as your primary carrier, you cannot be seen at Maplewood Psychology. Maplewood Psychology P.A. does not have a valid Medicare provider number for the practice; therefore, we are not able to submit claims to Medicare and their supplemental programs. Maplewood Psychology P.A. does not accept assignment because we are not Medicare providers. Submission of any claims for psychological services rendered at Maplewood Psychology P.A. would be fraudulent. If you enroll in Medicare Part B and wish to continue treatment with your current provider, all services provided are considered completely self-pay and payment will be due at the time of service.

**PROFESSIONAL RECORDS** Under HIPAA and the APA ethics code, we keep treatment records. We are legally and ethically responsible to provide you with informed consent. Complete records are maintained for seven years after

the end of therapy. For minors, the records are kept for the time period until they reach age 18, then seven additional years. Parents have direct access, by law, to the records of minors. Upon written request and a signed release, we will provide your record to you, and/or to other licensed mental health providers, physicians, or appropriate agencies. If you wish to see your records, we recommend that you review them in your Therapist's presence so that we can discuss the contents. You should be aware that this will be treated in the same manner as any other professional (clinical) service and you will be billed accordingly. If you have any questions about the process of record keeping, and/or release, please contact our clinic staff.

**MINORS** If you are under eighteen years of age, please be aware that the law may provide your parents the right to examine your treatment records. It is our policy to request an agreement from parents that they agree to give up access to your records. If they agree, your Therapist will provide them only with general information about your work together, unless your Therapist feels there is a high risk that you will seriously harm yourself or someone else or in situations involving the possibility of abuse. In this case, your Therapist may notify them of his/her concern. He/she may also provide them, if requested, with a summary of your treatment when it is complete. Before giving them any information, your Therapist will discuss the matter with you, if possible, and do his/her best to handle any objections you may have with what he/she is prepared to discuss.

**EMERGENCY POLICY** Your Therapist is not immediately available by telephone. During normal business hours, the telephone is answered by the office staff and/or by voice mail; and by an answering service after business hours. We have a 24 hour professional answering service available which you access by calling 651-770-1311. Your therapist, or on-call therapist will respond as promptly as possible. You also have the option to contact your family physician or the nearest emergency room. If your Therapist will be unavailable for an extended time, he/she will provide you with the name of another therapist at Maplewood Psychology to contact if the need arises.

**ELECTRONIC COMMUNICATION POLICY** Many of common modes of electronic communication put your privacy at risk and can be inconsistent with the law and with the standards of our profession. This policy has been prepared to assure the security and confidentiality of your treatment and to assure that it is consistent with our ethics and the law. If you have any questions about this policy, please feel free to discuss this with us.

- **Email Communications** We use email communication only with your permission and only for administrative purposes unless we have made another agreement with you. That means that email exchanges with the office should be limited to things like setting and changing appointments and billing matters. Please do not email us about clinical matters because we cannot guarantee the security of your email server. If you need to discuss a clinical matter with your Therapist, call to schedule an appointment. This method is the most secure as a mode of communication.
- **Facsimile Transmissions (Fax)** A medical records request may be sent via facsimile. Policies are in place to assure security of fax transmissions.
- **Text Messaging** Text messaging is a very un-secure and impersonal mode of communication. We WILL NOT receive or send text messages to or from anyone in treatment with our Therapists. So, please DO NOT text message Maplewood Psychology staff or providers.
- **Social Media** We do not communicate with, or contact, any of our clients through social media platforms like Twitter and Facebook. We believe that any communications with clients online have a high potential to compromise the professional relationship. In addition, please do not try to contact your therapist in this way. He/she will not respond and will terminate any online contact no matter how accidental.
- **Website** You are welcome to access our website [www.maplewoodpsychology.com](http://www.maplewoodpsychology.com). It contains information regarding our practice, therapist biographies, and the patient needs that we serve.
- **Web Searches** We will not use web searches to gather information about you without your permission. We believe that this violates your privacy rights. There is an incredible amount of information available about individuals on the internet, much of which may actually be known to that person and some of which may be

