



## Policy Agreements

### **Cancellations**

Changes, conflicts, and emergencies are a part of life. No explanation will be requested beyond verifying that you are safe. You will most likely need to cancel or change an appointment at some time. Bearing in mind the high expectation of accountability in therapy and the subsequent cost to the agency of no shows/late cancellations, the following levels have been developed:

- **Level I:** Canceling or rescheduling an appointment with more than 24 hours of notice.

No charge. There are no limits on the number of times this may occur, but if it interferes with your treatment, we will need to problem solve for a better time slot or other options.

- **Level II:** Canceling or rescheduling an appointment with fewer than 24 hours of notice.

**First Incident** – No charge, regardless of circumstances.

**Second Incident** – \$90, will be automatically billed with your card on file, regardless of circumstances.

**Third Incident** – Full cost of non-discounted appointment of \$180, which will be automatically billed with your card on file, regardless of circumstances.

- Any additional missed or late-canceled sessions will result in a full cost session (\$180), and a problem-solving session, working to resolve this issue before resuming regular therapy. Insurance will not cover these charges.

NOTE: This count will reset at the beginning of each calendar year, bringing you back to “First Incident” for the beginning of the next year.

Your Clinician will make every effort to be at each session or give you time to adjust your schedule if there is a conflict. If your Clinician is the reason for a late cancellation, there will be no penalty towards the Client and your Clinician will reach out with rescheduling options as soon as possible.

### **Weather (for In-Person Sessions)**

We cannot control the weather, but we can make safer choices when severe weather hits us. If the weather conditions do not allow you to feel comfortable driving, please DO NOT DRIVE. You can use your free pass for a missed appointment, or we can do a virtual appointment. Safety will always take priority. If it unsafe, Staff will not be driving in either.

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## Virtual Appointments (Telehealth)

We have a HIPAA-compliant website to conduct virtual appointments. Once you are setup in the portal, use the URL below to enter your email and date of birth, as instructed. Currently, most sessions are virtual. If you forgot your password, you need to contact the office to have it reset. It only takes a moment so you can even do it just before your appointment time.

[\(therapyportal.com/p/wellness10025/login/\)](http://therapyportal.com/p/wellness10025/login/)

## Session Time

It is a part of your Clinician's responsibility to keep sessions on track and on time. Clinicians will make every effort to start and end sessions on time. Remember that typical sessions are approximately 50 minutes. We can give a prompt near the end of our time to make sure that you've had a chance to talk about everything that you need to. If the session goes over time, an additional charge will be incurred depending on the length of time. Please note, insurances will not pay for the additional time and will be charged to your card on file. Your session time should be extended for crisis situations only.

## Payments

Payments are due at time of service unless you have a written, pre-approved plan for payment. If you need to miss a payment or use another payment method, let us know before your scheduled appointment, so that your card on file isn't automatically charged. You may defer one payment at a time and pay your balance prior to your next scheduled appointment. We do not allow additional debt to accrue, as therapy should not contribute to your financial or life stressors. If the cost is too high for your current circumstances, we may need to look for other therapeutic options to avoid additional financial stressors by referring you to an

service or agency with resources to provide services at lower cost.

Late cancellation or no-show charges will be charged on the date of intended service.

If you do not wish to have a credit card on file, you may make a Venmo or Cash App payment through the website prior to your appointments. Please email the administrative team ([admin@blurosecounseling.org](mailto:admin@blurosecounseling.org)) once you have made a payment so that it may be immediately credited to your account. Once you use your initial no-charge cancellation, you will be required to pay for any late cancellation or no-show charges prior to scheduling your next appointment.

If we are in network with your insurance, we will only charge your copay for your visits and bill your insurance for you. If we are out of network, you would be responsible for all fees upfront and we can provide you with a Superbill (upon your request) to submit to your insurance for direct reimbursement of paid expenses from your insurance based on your coverage.

We will make every effort to collect the due charges from your insurance, but in the event that services are not covered, or the insurance fails to pay for the service, you will be responsible for your full balance. Please know that we have sympathy in working with insurance companies and will be very open to payment plans, should this situation arise.

Outstanding balances (without a payment plan) that are over 90 days due may be sent to collections. A late fee of 5% of the total will be added to the balance every month until paid or approved for a

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payment plan. This applies to all charges incurred after December 31, 2023.

## **Confidentiality**

Your privacy is a top priority. You will need to give signed consent for anyone you would like for us to communicate with – absolutely no exceptions. Your information will never be shared outside of this office without your permission, except in cases of harm to yourself or others (see below) or a court subpoena signed by a judge – you will always be informed of any information sharing. Any written documentation provided from you or for you will be scanned into a secure, HIPAA-compliant server and returned, at your request, or shredded. We do not hold physical copies of documents.

If we become aware of any real or potentially imminent threat of safety to any person, we shall notify the appropriate parties and agencies (police, Child Protective Services, etc.) with or without your consent. *Clinical information will NOT be shared*, however, names and contact information, along with pertinent information relating to the risk, shall be shared. This may include, but is not limited to, abuse/neglect of children, the elderly, or people with disabilities, and imminent suicidal or homicidal intent, or the intent to commit a violent crime.

## **Conflict of Interest**

The relationship that you have with your Clinician is unique. It is personal and can be profound, yet it is not a social relationship. At no time will Clinicians and Clients casually socialize, date, engage in a sexual relationship, “friend” on personal social media pages, or have any kind of personal relationship or dual role outside of therapy.

Blue Rose Counseling has therapy related social media sites that you can join and have discussions about mental health, coping skills, how to deal with family or work concerns, etc. Please feel free to find us and say hello to the group.

Facebook: BlueRoseCounseling

X: @rosecounseling

Instagram: @BlueRoseCounseling

## **Dual Relationships**

To prevent the potential misuse of power or a Clinician taking advantage of a person or situation, even with permission of the Client and the best of intentions of both parties, no outside interactions should occur between Blue Rose Staff and Clients. No favors shall be asked of Clients, and no favors shall be accepted by Staff. Any unavoidable dual relationship should be avoided or minimized.

## **In the Community**

Because we don't know who is in your environment, if we happen to see each other in the community, Blue Rose Staff will refrain from identifying you by greeting you publicly. If you would like to say hello, please feel free and we can then say hello. We understand the difficulty in finding things to say when you we only know each other from our work together but we will not talk about anything discussed during sessions and will keep the conversation short and light.

## **Termination**

There are many reasons to begin therapy and just as many to stop or pause it. If either you or your Clinician feel that it is time to stop or take a break from therapy, please allow this to be the focus of your last session so that we can plan accordingly and provide any helpful resources. Any past due

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balances will be due immediately upon termination unless a plan has been approved.

### **Emotional Support Animals (ESA)**

As many people have found value in using ESAs for comfort and support for problematic mental health symptoms, we do provide an assessment of need and training for use of an ESA for our established Clients. No Clients with fewer than four (4)

therapeutic sessions focused on ESAs will be provided an ESA letter. (See **Standard Fees** list for pricing.) The laws and regulations about the use and benefits of an ESA letter have been changing to reflect the overuse and inappropriate use of these letters. We will attempt to stay informed so that you get the services you need. ESA certification letters are valid for one year and may be renewed to current clients at a reduced rate.

Your signed copy of these policies is available through the portal to all active Clients.

These policies will take place for the duration of 2024, and will be updated at the end of the calendar year.

Your electronic signature is required each year to receive any services and indicates that you agree and will adhere to the entirety of these policies. Any breach of these policies may result in an immediate termination of services without reimbursement for services already provided. If you do not agree or cannot adhere to any of these policies, referrals are available for services outside of Blue Rose Counseling.

**Standard Fees**

All charges are due at time of service or prior to documents being released.

**Mental Health Treatment:**

**Self-pay**

- Comprehensive Mental Health Assessment / Intake Assessment (~1 hour) ..... \$250
- 45-55 minute Therapy Session ..... \$180
- 10 minute Additional Session Time (Crisis Only) ..... \$60
- After Hours Session (Crisis Only) ..... \$230

**Insurance**

- Comprehensive Mental Health Assessment (~1 hour) ..... Insurance copay & co-insurance
- 45-55 minute Therapy Session ..... Insurance copay
- 10 minute Additional Session Time (Crisis Only) ..... Add \$60 to copay
- After Hours Session (Crisis Only) ..... Add \$50 to copay

**Substance Treatment:**

- Comprehensive Substance Abuse Assessment and written report (~3 hours) ..... \$520
- Substance Testing (Alcohol and 14-panel –No Letter) ..... \$145
- Substance Testing (Alcohol and 14-panel w/Letter) ..... \$210

**Emotional Support Animal:**

- Initial ESA Letter (after four sessions) ..... \$50/animal
- Annual ESA Letter renewal from 2022 or earlier (current Clients only) ..... \$25/animal

**Supervised Visitation:**

- Supervised Visitation Initial Intake/Orientation of Visiting Parent ..... \$130
- Supervised Visitation Initial Intake of Custodial Parent/Legal Guardian ..... \$no charge
- SV Supervision per hour ..... \$80
- SV Supervision per hour with Coaching/Therapy ..... \$180
- Family Therapy Session (~50 minutes) ..... \$180
- Transportation (if visit is cancelled by either Parent (billed to canceling party)) ..... \$10
- Late Fee (10 minutes from scheduled arrival (billed to late party)) ..... \$25
- Guest Fee (per Guest/Hour) ..... \$25

## Documentation / Miscellaneous:

- Summary or Update Letter (without Drug/Alcohol Test) ..... \$35
- Letter to verify Services/Participation ..... \$35
- Copy of Records sent to Court/CPS ..... \$35
- Rush Fee (fewer than 72 hours' notice) ..... \$30
- Notary Service (when available) ..... \$5
- Returned Check Fee (NSF) ..... \$30
- Late Cancelations and No-Show Fees
  - First Incident ..... \$no charge
  - Second Incident ..... \$90
  - Third (and subsequent) Incident ..... \$180
  - Late payments (monthly) ..... 5% of outstanding balance

## Court / Legal Fees

- Preparation time (including submission of records): ..... \$200/hr
- Phone calls/Emails: ..... \$200/hr
- Depositions/Court Hearings: ..... \$375/hr
- Consultation with other professionals: ..... \$200/hr
- All attorney fees and costs incurred by the Clinician as a result of the legal action ..... actual incurred
- Court Appearance (per Day or Partial Day) ..... \$900
- Travel and Other Expenses for Court Appearance ..... at government per diem rate (gsa.gov)

A \$900 retainer is due in advance of a court appearance. If a subpoena or notice to meet attorney(s) is received without a minimum of a two (2) week notice, there will be an additional \$180 rush charge. If the case is reset with less than one (1) week notice, the client will be charged \$300, in addition to the retainer of \$900 that will apply to the rescheduled court date.

## Accepted forms of payment:

- Credit cards
- Debit cards
- Cash (in person – no change)
- CashApp and Venmo (on website)
- Money Orders (to: Blue Rose Counseling)
- Checks (if no previous NFS checks)