



SERVICES CONTRACT

Welcome to Mindful Treatments, LLC. This document contains important information about our professional services and business policies. Please read it carefully and prepare to discuss your questions at the initial intake appointment. When you sign this document, it will represent a legal agreement between you and your therapist.

PSYCHOLOGICAL SERVICES

Due to the variability in practice, psychotherapy is not easily described in general statements. It is often influenced largely by the respective personalities of the psychologist and patient, and the particular problems you bring forward in treatment. There are many different methods we may use to deal with the problems you hope to address. Psychotherapy is not like a medical doctor's visit; instead, it calls for a very active effort on your part. For therapy to be most successful, it will be necessary for you to practice implementing the things we discuss both during the session as well as between sessions. Psychotherapy can be extremely beneficial, and it may also come with certain risks that you should be aware of prior to starting. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anxiety, shame, and anger. Psychotherapy has also been shown to produce a number of benefits; therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. There are no guarantees about what your individual experience will be. Our first session will involve an evaluation of your primary concerns as well as a review of your history, including your development, relationships, and any prior symptoms or concerns. By the end of the evaluation we will discuss a general treatment plan and schedule. Over the course of the next few sessions we will be able to better clarify the goals of treatment as your therapist will have a more comprehensive understanding of the issues presented and your specific needs. In making the decision about initiating therapy, you should consider this information along with your comfort level with your therapist, given the importance the relationship plays in the success of therapy. Therapy involves a large commitment of time, money, and energy, so it helps to be very thoughtful about the therapist you select. If you have questions about our procedures or therapeutic approach, we should discuss them whenever they arise. If your doubts persist, we will be happy to refer you to another mental health professional for a second opinion.

MEETINGS

After the initial evaluation, we recommend attending at least 6 therapy sessions before deciding whether therapy seems to be working for you. The benefits of therapy do not always occur immediately and noticeable changes in symptoms or problems can take some time. After an initial trial period, we can discuss your progress to see if you are course to meet your treatment goals in this therapeutic environment. That being said, you have the right to end treatment at any time you choose. If you choose to pursue psychotherapy at Mindful Treatments, LLC, you will typically attend one 45-minute session per week at an agreed upon appointment time. Some sessions may be longer or shorter, and you may also determine with your therapist whether it is necessary to meet more or less frequently.

CONTACT / CRISIS MANAGEMENT

Your therapist is often not immediately available by telephone. While we are usually in the office between 9am and 5pm Monday through Friday, we are not able to answer the phone while we are with another patient. When we are unavailable, you may leave a voicemail with your individual therapist by calling the Mindful Treatments, LLC **main line (804-648-0169)**. We will make every effort to return your call on the same day you make it, with the exceptions of weekends and holidays. If you know it will be difficult for us to reach you when returning your call, please inform us of times you will be available. If you are unable to reach your therapist and feel that you cannot wait for a return phone call due to an emergency, please call 911 or arrange to go to your local emergency department. If your therapist will be unavailable for an extended time, you will be provided with the name of a colleague to contact, if the need arises. We are not equipped to offer the services necessary for someone who often experiences emotional crises and needs after hours support on a regular basis. If it becomes clear that our services are unable to meet your needs, we will need to discuss referring you to a higher level of care program or individual psychologist that offers crisis services.

Our providers:

Dr. Michael Keaveny, Psy.D., LCP
drkeaveny@mindfultreatments.com

Dr. Lauren Hoffman, Psy.D., LCP
drhoffman@mindfultreatments.com

Dr. Sarah Reyes
drreyes@mindfultreatments.com

PROFESSIONAL RECORDS

The laws and standards of the psychological profession require that we keep treatment records. You are entitled to receive a copy of the records unless we determine that seeing them would be emotionally damaging to you in some way. If we determine it is safe for you to receive them, we will be happy to provide them to you or a mental health professional of your choice after you sign a release of information granting us permission to share your records. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. If you choose to obtain a copy of your records, we recommend that you review them first during therapy so that we can discuss the contents. Patients will be charged an appropriate fee for any time spent in preparing information requests. Your records will be kept in an encrypted electronic format and certain information will be submitted to insurance if you choose to use your insurance benefits. Other paper records may be kept in the office behind at least two locked doors in compliance with ethical standards.

CONFIDENTIALITY

In general, the privacy of all communication between a patient and a psychologist is protected by law, and we can only release information about our work to others after you have granted permission by signing a release of information form. However, there are a few exceptions to this. In most legal proceedings, you have the right to prevent your therapist from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order a therapist's testimony if he/she determines that the issues demand it. When records are

court ordered, we are required by law to turn them over, in full, to the parties requesting them. As psychologists, we are mandated reporters and are legally obligated to take action to protect others from harm, even if that involves revealing some information about a patient's treatment. For example, if we have reason to believe that a child, elderly person, or disabled person is being abused or neglected in your care, we must file a report with the appropriate state agency. If a patient is threatening serious and imminent bodily harm to another, we are required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm himself/herself, we may be obligated to seek hospitalization for him/her or to contact family members or others who can help provide protection. If any of the aforementioned situations occur, we will make every effort to fully discuss it with you before taking any action.

As professionals, we also may occasionally find it helpful to consult with other professionals about a case. During a consultation, we take caution not to reveal the identity of any patient. The consultant is also legally bound to keep the information confidential. Unless you object, you will not know when these consultations occur unless it is important for our work together for you to know. The purpose of consultation is to provide you the best possible clinical care by soliciting advice and perspectives from others in the field. While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns that you may have in person. We can review any questions you have about this contract or the duties of a psychologist, but if you are seeking formal legal advice you will have to do this with an outside party as the laws governing confidentiality are quite complex, and we are not attorneys. At your request, we can provide you with relevant portions or summaries of the state laws regarding these issues.

PAYMENT, BILLING, FEES AND INSURANCE

MISSED APPOINTMENT/CANCELLATION POLICY

We ask that you provide at least 24 hours advance notice of any cancellation or change to your scheduled appointment time. If we do not receive this notification from you, you will be expected to pay a missed appointment fee of \$80. The purpose of this policy is to allow us to fill your appointment slot with another client in need of services. If we both agree that you were unable to attend the scheduled session due to emergent circumstances beyond your control, you will not be charged for the session. **If you are more than 15 minutes late for a session we will need to reschedule and it will be considered a missed appointment resulting in an \$80 fee.** Please note that insurance companies will not reimburse for missed appointments, and this fee will be considered an out-of-pocket expense. Your 24-hour cancellation fee will be waived if we are able to fill your slot with another patient, so please let us know about your absence as soon as possible. In the event that a patient misses or cancels two of his/her scheduled weekly appointments and no attempt is made to reschedule with the therapist, that patient will lose his/her regular weekly time slot to accommodate other patients. **It is our policy to terminate services in the event of either two no shows or two late cancellations within a three month period.** Even though our time is compensated with a fee for these missed appointments, we feel it is not fair to other people on a waitlist who could be receiving treatment when a slot is not being utilized fully. If you attend therapy intoxicated we will cancel the session and you will be charged a missed appointment fee. Being intoxicated interferes with the effectiveness of therapy as well as the healing environment for other patients.

PROFESSIONAL FEES

The first session you attend, the initial evaluation, is considered a Diagnostic Interview, and because it is accompanied by additional administrative tasks, it is billed differently than the typical therapy session, at a rate of \$185. The rate for a typical 45-minute therapy session is \$125. If you attend a 60-minute session it is billed at \$155 per session. Should you need any additional professional services you will be charged a rate of \$155 per hour, with the cost prorated if the work requires less than an hour of time. Other services include, but are not limited to, report or letter writing, telephone conversations lasting longer than 10 minutes, attendance at meetings with other professionals you have authorized, and preparation of records or treatment summaries. If you become involved in legal proceedings that require our participation, you will be expected to pay for professional time even if we are called to testify by another party. If you are using insurance to help cover the cost of your sessions, you will be responsible for your portion of the contracted rate (this is our agreed-upon rate with an insurance company, and is almost always lower than the above stated fees), depending on your specific coverage benefits.

BILLING AND PAYMENTS

Unless mutually agreed upon alternate arrangements have been made, you are expected to pay for each session at the time services are rendered. All balances not paid or covered by your insurance company, if any, shall be your sole responsibility. Mindful Treatments, LLC reserves the right to periodically adjust fees, and at times insurance companies adjust contracted rates, which will result in a change in what is owed by patients. You will be notified of these changes that Mindful Treatments, LLC makes in advance; however, we are not responsible for notifying you of any changes that your insurance provider makes regarding your coverage or financial responsibilities. Payment schedules for other professional services will be agreed upon when they are requested. In circumstances of unusual financial hardship, we may be willing to negotiate a payment installment plan; however, we cannot adjust fees in any way due to contracts with insurance even if you are not using insurance. If we are unable to collect payment in a timely manner, we are authorized to enlist the services of a collection agency or take legal action in small claims court. If Mindful Treatments, LLC is fined by your bank due to a bounced check, this fine will be charged to your account.

INSURANCE REIMBURSEMENT

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. Most health insurance policies provide some coverage for mental health treatment. At Mindful Treatments, LLC, we will submit your in-network claims to insurance and will provide you with whatever assistance we can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of our fees. It is very important that you find out exactly what mental health services your insurance policy covers, and to verify that your therapist is in-network with your insurance carrier. You may need to pay toward a deductible before your insurance covers services and in some cases your insurance may not cover any therapy or a limited number of sessions (this may often be the case for couples' counseling). It is also your responsibility to stay up to date on your coverage in case there are changes while in treatment. If you have questions about your coverage, call your plan administrator or the member services line on the back of your insurance card. Your therapist is available to provide clarification on insurance matters and to help you understand the information you receive from your insurance carrier based on our knowledge, but are not responsible for providing you such information. Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. "Managed Health Care" plans such as HMOs and PPOs sometimes

require authorization before they provide reimbursement for mental health services. These plans are sometimes limited to short-term treatment approaches designed to work out specific problems that interfere with a person's usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions. Sometimes we do not receive claims from insurance companies for months and will not be able to tell you if you are being covered for your treatment. Make sure to have your insurance send you an "explanations of benefits" (claims receipts) on a regular basis so you know exactly what is being covered. While much can be accomplished in short-term therapy, some patients feel that they need ongoing services after insurance benefits end. Some managed-care plans will not allow the provision of services to you once your benefits end. If this is the case, we will do our best to find another provider who will help you continue your psychotherapy. You should also be aware that most insurance companies require you to authorize your treatment provider to provide them with a clinical diagnosis. It is sometimes also necessary to release additional clinical information, such as treatment plans or summaries, or copies of entire records (in rare cases) to insurance companies. This information will become part of the insurance company files and will likely be stored in their databases. Though all insurance companies claim to keep such information confidential, we have no control over what they do with it once it is in their possession. In some cases, they may share the information with a national medical information databank. We will provide you with a copy of any report submitted, if you request it. It is important to remember that you always have the right to pay for mental health services yourself to avoid the problems described above (unless prohibited by contract).

CREDIT CARD POLICY

We require credit card information on file at the time of your initial appointment. Your credit information will be stored in a secure medical record database that is HIPPA and PCI compliant. By signing the acknowledgment form, you are agreeing that if you are in receipt of our services, **Mindful Treatments, LLC is authorized to bill the credit card for any outstanding charges not paid in full within 30 days from the date on which you are notified of the charges, unless agreed upon otherwise. However, in the event that you do not contact your therapist within 48 hours of a missed appointment, your card will be charged for the \$80 missed appointment fee immediately.** Please note that when we charge a credit payment, there is an additional 3% processing fee associated with the charge. The 3% fee is because credit card companies charge Mindful Treatments, LLC a percentage for each swipe. If you would like to avoid the fee you can pay with a check or with cash. If your credit card information changes, such as the expiration date or security code, it is your responsibility to provide us with the updated information.