

# Falls Neuropsychology and Psychotherapy Associates, PLLC

## POLICIES AND PROCEDURES

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Welcome to Falls Neuropsychology and Psychotherapy Associates, PLLC. We appreciate the opportunity to provide mental health services to you and your family. Please take a moment to review our policies and procedures and discuss any questions with your clinician. Feel free to print a copy from our website ([www.falls-neuropsychology.com](http://www.falls-neuropsychology.com)) or ask for our clinician or office staff to print one out for you.

### **Assignment of Benefits**

As a courtesy to our clients, Falls Neuropsychology and Psychotherapy Associates, PLLC accepts assignment of many insurance benefits. We will file health care claims directly with your insurance carrier on your behalf. Please note that you are responsible for any co pays/coinsurance at the time of service. Additionally, you are responsible for any services not covered by your carrier including, but not limited to deductibles, additional coinsurance, non-covered services, service denials, etc. Falls Neuropsychology and Psychotherapy Associates, PLLC will assist you in attempting to resolve any payment issues with your insurance carrier, but as it is a contract between you and your carrier, we cannot guarantee any outcome. We may therefore require payment from you pending the resolution with your carrier (subject to the terms of the specific contract we have with your carrier).

The use of your insurance or EAP benefit will often require the application of a diagnosis of the patient. Please speak to your clinician or staff member prior to the completion of your first appointment if you have concerns about this. Otherwise any paperwork required for reimbursement including a diagnosis will be submitted to your insurance or EAP carrier. If you do not want to have a diagnosis applied but wish to receive services, you may do so by as a self-pay client.

If your clinician is not a participating provider in your insurance or if the service you are seeking is known to be a non-covered service, payment is due at the time of service. We will also assist you in obtaining reimbursement for out of network services from your insurance company.

Please make sure to promptly update us to any changes in your insurance policy or terms.

### **Telephonic Consultations/ Responses to Electronic Communication Requests**

Your clinician is available for limited telephonic consultation as needed. Depending on the length and/or frequency of the need for telephonic sessions, your clinician may charge a rate based upon his/her standard rate. (Our fee schedule is available upon request). Please note that telephonic sessions are usually not reimbursable through your insurance and you will be responsible for payment.

Your clinician may be available for communication via email or other electronic communication such as texting. Please be aware however that email communication/texting is not a secure form of communication and if you choose to avail yourself of this communication method, neither your clinician nor Falls Neuropsychology and Psychotherapy Associates can be held responsible for any issues arising out of such communication. Providing an email address and/or initiating communication via email will imply your consent

for this type of communication. Also, be aware that we utilize the same fee schedule/ policy for electronic communication, form completion, etc. as we do for Telephonic Consultations.

### **Appointments**

Your appointment time is reserved exclusively for you. If you are unable to attend your scheduled appointment, please notify the office. If a 24-hour notice is not received, you will be charged a cancellation charge for the session. As our clinicians often have a waiting list for appointments, frequent late cancellations/ no-shows may result in discharge from our program.

### **Confidentiality**

Your confidentiality is of the utmost importance to Falls Neuropsychology and Psychotherapy Associates, PLLC. As such, no information will be shared with anyone outside of FNPA without your written expressed permission except in the following circumstances:

- 1) If we assess that you are in clear and imminent danger to yourself or another person.
- 2) If there is reason to suspect child or elder abuse.
- 3) By court mandate.
- 4) If you are receiving treatment through a mandatory referral from your EAP.
- 5) HIPAA provides for the release of certain information for the purposes of securing reimbursement. Falls Neuropsychology and Psychotherapy Associates, PLLC cannot be held responsible for actions resulting from such disclosure.

Additionally, we will not leave a message at your contact phone number unless we have your permission to do so. Please make sure you give authorization if you are awaiting a call back. Also, please make sure your telephone allows callbacks from blocked numbers, especially if you are waiting for a call back after hours.

Confidentiality is between the patient of record and the clinician(s). Treatment may involve the participation of other family members or significant others. Anyone other than the patient of record is considered a collateral contact and as such, confidentiality is not automatically applied.

As Falls Neuropsychology and Psychotherapy Associates, PLLC is a group practice your confidentiality is maintained by all clinicians/ staff at all times. Limited clinical information may be shared among clinicians as needed to provide optimal coverage for weekend/ after-hours follow-up. Feel free to discuss any concerns regarding this with your clinician.

### **Specific Confidentiality Issues Related to Minor Children**

Falls Neuropsychology and Psychotherapy Associates, PLLC provides services to children as well as adults. Children, like adults, need to trust their provider to maintain confidentiality of the therapeutic relationship. As such, when services are sought for a minor child, please note that the child, not the parent, will hold the privilege and confidentiality of the therapeutic relationship and the same exceptions apply as indicated in the above section. As such, we do not routinely share records or treatment content with parents, guardians, or other family members, as doing so, unless clinically relevant, can substantially damage the therapeutic relationship with the child. Clinicians will utilize their clinical experience and judgment in determining when, in the best interest of the child, session content must be shared. We ask for everyone's cooperation in this manner.

If the patient's parents are engaged or become engaged in a child custody dispute, Falls Neuropsychology and Psychotherapy Associates, PLLC requests that parents recognize the importance of the therapeutic relationship between the child and the clinician and not jeopardize that or the child's trust they have developed in the therapeutic process by attempting to involve the clinician or the child's treatment record in the dispute. Your child's clinician is available to

both parents equally for collateral contact to identify concerns about the child's coping, behavior, functioning level, treatment issues etc.

When children are brought in for therapy, they must have a parent or guardian present to sign consents, etc. In the case of a minor, child parents need to remain accessible to the therapist for the duration of the treatment session. In the situation where minor children are transporting themselves to therapy, please make sure the clinician can reach you if necessary.

### **Court Appearances**

At Falls Neuropsychology and Psychotherapy Associates, PLLC we offer both therapeutic and forensic services. These services are separate and distinct from each other. If you need to engage our services as either an Expert Witness or a Witness of Fact, you will need to sign a separate agreement which outlines the waiver of confidentiality and the fees for this service. Please note that you will be responsible for these fees as they are not reimbursed by the insurance companies. You will also be responsible for these fees if a Falls Neuropsychology and Psychotherapy Associates, PLLC clinician is subpoenaed to appear in any court action regardless as to which party actually subpoenaed the clinician. Additionally, Falls Neuropsychology and Psychotherapy Associates, PLLC makes no guarantee as to the outcome of such testimony or subpoena of records. By availing yourself of the forensic services, you are acknowledging that any testimony, subpoena of records, etc. may result in a negative outcome and you are agreeing that neither Falls Neuropsychology and Psychotherapy Associates, PLLC, nor any of its clinicians or agents will be held responsible for such outcomes.

As therapeutic and forensic services are separate and distinct from each other, it is important to be clear with your clinician from the onset as to the type of service you wish to access. If you choose to utilize Falls Neuropsychology and Psychotherapy Services, PLLC for therapeutic services, you are agreeing to no further involvement of Falls Neuropsychology and Psychotherapy Associates, PLLC or any of its clinicians in court related activities such as testimony or subpoena of records. This is especially important when you are seeking services that involve other persons, family members, spouses, children etc., as any involvement in court proceedings can substantially damage the therapeutic relationship and severely impact the clinical outcome of any treatment.

### **Evaluation and Referral Options**

At Falls Neuropsychology and Psychotherapy Associates, PLLC, we attempt to match the client to the appropriate clinician prior to the initial appointment via the telephonic scheduler. At times, however it may be in the best interest of the client to be in treatment with a different provider of this practice or a different practice. Clients are free to request a change in clinician. Clinicians will also make referrals to another provider with more expertise/ clinical comfort in the area(s) of treatment identified. Clinicians will of course discuss these recommendations with the client. While it is also encouraged for clients to discuss concerns or dissatisfaction with that clinician, it is not required. Clients can request a change through any FNPA clinician or staff member.

Falls Neuropsychology and Psychotherapy Associates, PLLC is available to provide a variety of clinical evaluations and treatment. Evaluations are performed utilizing the clinician's skill and at times a variety of psychometric assessment tools and a synthesis of the results. As such, no guarantee of outcome is possible. This is particularly true in testing situations.

### **Record Copy Fee**

Falls Neuropsychology and Psychotherapy Associates, PLLC is happy to send copies of records to medical providers, etc. upon your written request and signed release of information. Falls Neuropsychology and Psychotherapy Associates, PLLC reserves the right to charge a nominal fee to cover the costs incurred in accessing, handling and copying the records.

### **Form Completion**

Falls Neuropsychology and Psychotherapy Associates, PLLC can complete forms on your behalf such as requests for workplace or school accommodations, disability forms, letters, treatment acquisition or coordination forms, etc. The charge for form completion is available on our fee schedule. Form completion fees are generally not reimbursable through insurance and you will be responsible for payment.

### **Social Networking Policy**

While clinicians at Falls Neuropsychology and Psychotherapy Associates, PLLC may maintain a presence on various social networking sites such as Linked In, Twitter, etc., and while Falls Neuropsychology and Psychotherapy Associates, PLLC maintains a Facebook business page, we do not use these sites as a form of communication with clients (current or former). Therefore, we do not accept friend or networking requests from clients. We also do not maintain any control or responsibility over the private or public pages/ content/ postings, etc. of any of our associates or staff members. Falls Neuropsychology and Psychotherapy Associates, PLLC does maintain a Facebook page and a practice website for dissemination of general information. Clients are encouraged to discuss any concerns they have with either of these sites with their clinician.