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Professional Policies

Initial consultation

I typically begin new psychotherapy treatments with a period of consultation, of one to two sessions. The consultation gives me an initial sense of your situation and of what approaches are likely to help. The consultation can also help you decide if you want to work with me. After discussion, if you and I agree to work together, then we will begin psychotherapy. If I cannot provide appropriate treatment, or if you prefer to consult with another therapist, then I can help identify suitable referrals or referral sources.

Frequency & length of sessions

Frequency of sessions is set at the beginning of treatment and revisited as appropriate. One session per week, with limited interruptions in continuity, can work well for many people. The first consultation session is scheduled for 45–60 minutes. Consultation and therapy sessions thereafter are 45 minutes.

Policy for cancellations & missed sessions

For cancellations, please provide me with at least a full 24 hours notice. Rescheduling may be possible, depending on mutual availability. But even if you choose not to reschedule, you won't be responsible for the fee of the canceled session if you provide a full 24 hours notice.

If you miss a therapy session without notifying me, or if you cancel less than 24 hours before a session and we are unable to reschedule the appointment, you will be responsible for the full session fee. (**Note** that insurance will not cover any portion of the fee for missed sessions.)

If you plan to be away for an extended period that will conflict with standing therapy appointments, please let me know as far in advance as possible. If you expect to miss more than three weeks of sessions in a row, my policy is that your file will be officially closed until you contact me to re-engage in treatment at a later date.

If you miss and/or cancel a session without further sessions scheduled and I do not hear from you either via email or phone, your file will be officially closed after three weeks. You are more than welcome to always reach back out to me at any time if you are interested in re-engaging in treatment.

Fee payment

Fees are payable by transfers via Zelle, or credit card. Fees are collected at the end of each session. Please note that even if you are not intending to pay by credit card, I ask that you fill out the credit card authorization. This authorization remains on file if you no-show for your scheduled appointment or do not give a 24 hour cancellation notice. If you fall two weekly billing cycles in arrears, then no further sessions will be scheduled until full payment is received.

Fee setting

The fee per session will be discussed during the first phone consultation so you will have all necessary financial information before you decide whether or not to schedule an initial full consultation appointment.

I reserve the right to raise the fee, however, I will discuss any changes in fee with you at least four weeks prior to the effective date. The fee and/or payment schedule can be re-visited in case of temporary financial hardship. If you cannot pay the fee for an extended or indefinite period into the future, then I can work with you to identify referrals and/or referral resources for the continuation of your treatment.

Insurance reimbursement

If I am an in-network provider for your insurance and you choose to use insurance to cover your treatment costs, you will be consenting to your insurance company the right to know certain things about you. This information includes a

diagnosis, type of treatment, dates, and sometimes a justification for treatment. While most insurance companies keep medical information confidential, I cannot guarantee confidentiality once information leaves this office. If the insurance company asks for more detailed information than usual, I will speak to you about it and let you decide what you want them to know. However, if you choose not to provide them with information, you may be assuming financial responsibility for treatment costs yourself.

Please note that while I will file all paperwork to your insurance company for sessions, you will be responsible for being up to date on your plan's copay, coinsurance, and any yearly deductibles you must meet in order for your insurance to cover services.

If I am an out-of-network provider for your insurance and you plan to seek insurance reimbursement, you will need to submit therapy invoices and other necessary paperwork to your insurance company. I will provide you with invoices and, at your request, other information that you need to submit for out-of-network reimbursement. These invoices will contain information such as diagnosis, type of treatment, dates, and sometimes a justification for treatment. If you choose not to provide them with information, you may be assuming financial responsibility for treatment costs yourself.

If engaging in treatment is dependent on your insurance coverage, then I strongly encourage you to resolve any questions about your insurance coverage within one week of the first full consultation session. This includes determining with certainty if your insurance plan (a) provides for out-of-network benefits, as well as (b) the deductible for out-of-network services and (c) percentage of reimbursement.

Contacting me—telephone & email

You can communicate with me between sessions by telephone or email as outlined below.

Telephone: If I am not available to take your call, please leave a voicemail message. I check voicemail messages frequently, and I will return calls as soon as I can, within one business day, and usually sooner.

Voicemail messages can be left for me at any time. Voicemails left on weekday evenings after 7pm, over weekends, or on holidays are typically returned on the next business day (i.e., weekday), between 9am and 7pm.

Email & Text: Email and text can be used to communicate with me about non-urgent, logistical matters—for example, scheduling. **Email should not be used to communicate urgent or emergency matters.** In general, clinical matters should not be discussed in email for the sake of confidentiality. If you need to communicate with me about clinical matters between sessions, please do so by telephone. I'll return your call, and if appropriate, I'll work with you to schedule a longer phone appointment or an additional office session.

Emergencies

I am not able to provide first-line, immediate responses to mental-health emergencies that occur between sessions or after hours. If you experience a mental-health (or medical) emergency, please contact your primary care physician, call 911, or go to the nearest hospital emergency room, in order to obtain the immediate assistance that you need. Once you have gotten help and are safe, please contact me, as is possible and appropriate, to inform me of the situation.

Confidentiality

I will keep information about you and your treatment confidential under most circumstances, and I will not reveal information about you to others unless you give me consent to do so. There are a few exceptions:

1. I am required by law to report suspected child abuse or neglect to the proper authorities.
2. If you tell me that you intend to harm yourself or another person, or if you are in immediate danger, I must try to protect you and/or the threatened person. This may include telling others, such as your relatives, the police, or other health care
4. Health insurance or managed care plans will require that you waive confidentiality and will request information from me about your treatment.
5. I may consult with other psychotherapists about your treatment, but in doing so, I will not reveal your name or other information that would identify you without your consent. If I am away or

providers, who can help in providing protection or assistance. If you express intent to harm another person, I must notify that person, among others.

3. If you are involved in certain court proceedings, I may be required by law to reveal information about your treatment.

unavailable, I may ask another psychotherapist to answer calls. This person may need to access information about your treatment.

6. If you refuse to pay outstanding fees or to work out a payment plan, I reserve the right to reveal a limited amount of information about you in taking legal measures to be paid.

Please note that, in all of the situations described above, I will try to discuss the situation with you, or notify you, before any confidential information is revealed. Also, I will reveal only the least amount of information that is necessary.