

Landmark Therapy, LLC

Service Agreement

Thank you for considering Landmark Therapy, LLC for your mental health and substance abuse needs. I am a Licensed Master's Social Worker, graduating from Wayne State University. In addition, I hold advanced certification as an alcohol and drug counselor. As a licensed practitioner in the state of Michigan I offer counseling services to adults of all ages. My specialties include working with individuals and groups affected by anxiety, depression and substance abuse disorders. This document contains important information about my professional services and business policies as well as a section on informed consent. Please read it carefully and jot down any questions you might have so that we can discuss them at our next meeting.

This document also contains some highlights of HIPPA. Please read this document carefully as well as the Notice of Privacy Practices which provides information about the Health Insurance Portability and Accountability Act (HIPAA). This federal law provides privacy protections and client rights with regard to your Protected Health Information (PHI). It also provides information as to the extent and circumstances of how your PHI can be used or disclosed. The law requires that Landmark Therapy obtain your signature acknowledging that I have provided you with this information. When you sign the signature page at the end of this document, it will also represent an agreement between us. You may revoke this Agreement in writing at any time. That revocation will be binding on us unless we have taken action in reliance on it; if there are obligations imposed on us by your health insurer in order to process or substantiate claims made under your policy; or if you have not satisfied any financial obligations you have incurred.

PSYCHOLOGICAL SERVICES

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and patient, and the particular problems you hope to address. There are many different methods I may use to deal with those problems. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have benefits and risks. Because 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 go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But, there are no guarantees as to what you will experience.

SERVICES, RATES, AND INSURANCE

I normally conduct an evaluation that will last from 1 to 2 sessions. During this time, we can both decide if I am the best person to provide the services you need in order to meet your treatment goals. Individual therapy sessions typically last between 45 and 60 minutes. Generally speaking, sessions are conducted once a week, unless other arrangements are agreed upon between client and therapist. Participation in therapy can result in a number of benefits to you, including resolution of the specific concerns that led you to seek therapy. During therapy, remembering or talking about unpleasant events,

feelings, or thoughts can at times result in your experiencing uncomfortable feelings such as anger, sadness, worry, fear, etc. In order to gain maximum benefit from your counseling session, it is strongly encouraged that you fully participate in your treatment, which includes attending all scheduled appointment and being open-minded and willing to suggestions and alternate ways of thinking about problems and solutions. Therapy requires active effort on your part. What we talk about in our sessions is the beginning of the change process. You are highly encouraged to practice the techniques and skills learned in session at home and other environments.

The fee (self-pay clients) for the initial intake session is \$100, while individual sessions are billed at a rate of \$80. Rates for telehealth sessions are the same as face to face sessions. If you have health insurance, the fee will be based on Landmark Therapy's contractual agreement with your insurance provider. If you have a health insurance policy, it will usually provide some coverage for mental health treatment (see insurance reimbursement below). Unless other arrangements have been made, all fees are due at the time of service. It is prudent to contact your healthcare provider, as some plans require authorization before they provide reimbursement for mental health services. Although it is your prerogative to end therapy at your discretion, you are expected to attend scheduled sessions.

CANCELLATION POLICIES

Regular attendance is a critical factor for successful therapy and your appointment is reserved exclusively for you. Please notify your provider as soon as possible if you are unable to attend an appointment. We request at least 24 hour advanced notice of cancellation; otherwise you will be responsible to remit payment of \$50 for a missed session. Appointments cancelled prior to the 24 hour period will be rescheduled without penalty. Appointments cancelled after the 24-hour period and sessions missed without notice will be charged the full fee. If you arrive late for a scheduled appointment, only the remainder of the session will be available. To cancel or reschedule an appointment, you may leave a voicemail for or send an email to your provider. If a client owes on their account, payment is expected at each session in order to continue with treatment.

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. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. You should contact your insurance provider with any questions concerning your mental health coverage. If you have insurance coverage for treatment, Landmark Therapy may accept payment from the insurance company, but it cannot guarantee coverage or benefit amounts. You are ultimately responsible for payment and understanding your benefits. It is very important that you find out exactly what mental health services your insurance policy covers.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, I will provide you with whatever information I can based on my experience and will be happy to help you in understanding the information you receive from your insurance company. Landmark Therapy will assist you in obtaining clarification of your mental health benefits. If necessary, I am willing to call the insurance company on your behalf to obtain clarification.

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 often require authorization before they provide reimbursement for mental health services. These plans are often 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. Though a lot can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end. [Some managed-care plans will not allow me to provide services to you once your benefits end. If this is the case, I will try to assist you in finding another provider who will help you continue your psychotherapy.]

You should also be aware that your contract with your health insurance company requires that we provide it with information relevant to the services that we provide to you, which includes a clinical diagnosis. Sometimes I have to provide additional clinical information, such as treatment plans, progress notes or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files. Though all insurance companies claim to keep such information confidential, I have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. I will provide you with a copy of any records I submit, if you request it. ***You understand that, by using your insurance, you authorize me to release such information to your insurance company. I will try to keep that information limited to the minimum necessary.***

Once we have all of the information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to end our sessions. It is important to remember that you always have the right to pay for my services yourself to avoid the problems described above [unless prohibited by the insurance contract].

CONTACTING ME/EMERGENCY SITUATIONS

Due to the fluctuating nature of my work schedule, I may not be immediately available by telephone. My policy is to return all calls made during the business day or within twenty-four hours on Mondays through Fridays. I will make every effort to return your call on the same day you make it, with the exception of weekends and holidays, if they are in the office. If you are difficult to reach, please leave the best times when you will be available. If you are ever experiencing an emergency, including a mental health crisis, please call 911. The suicide Lifeline is 1-800-273-8255, or goes to your nearest emergency room. If you feel that it is absolutely necessary to contact me, I can best be reached at (248) 779-9107.

EMAIL, TEXT MESSAGING, AND OTHER NON-SECURE MEANS OF COMMUNICATION

It may become useful during the course of treatment to communicate by email, text message (e.g. “SMS”) or other electronic methods of communication. Receiving receipts for services by email or text message fall into this category as well. Be informed that these methods, in their typical form, are not confidential means of communication. If you use these methods to communicate with me, there is a reasonable chance that a third party may be able to intercept these messages. Some of the potential risks you might encounter using these methods of communication include:

- People in your home or other environments who access your phone, computer, or other devices that you use might read your email or text messages.

- Loss of cellular phone, computer, or other devices.
- Email accounts can be hacked.
- Text messages and emails are stored on servers.
- Incorrect delivery of an email.
- Third parties on the Internet such as server administrators who monitor Internet traffic might intercept your communication.

Please limit the use of electronic communications to issues related to scheduling. If you choose to email me, please be aware my email responses will be brief and I may call you to discuss the matter. I will not respond to text messages that are not related to scheduling or outside of business hours.

SOCIAL MEDIA

I do not communicate with, or contact, any of my patients through social media platforms. In addition, if I discover that I have accidentally established an online relationship with you, I will end that online relationship and discuss it with you in our next session. These types of casual social contacts can create significant security risks for you, and may adversely affect the therapeutic work. If you encounter me or information about me by accident on a social media platform, please discuss it with me during our next session.

MINORS AND PARENTS

Clients under 18 years of age who are not emancipated and their parents should be aware that the law may allow parents to examine their child's treatment records. They should also be aware that patients over 14 years of age can consent to (and control access to information about) their own treatment, although that treatment cannot extend beyond 12 sessions or 4 months. While privacy in psychotherapy is very important, particularly with teenagers, parental involvement is also essential to successful treatment. Therefore, it is usually our policy to request an agreement from any client between 14 and 18 and his/her parents allowing us to share general information with parents about the progress of treatment and the child's attendance at scheduled sessions. Before giving parents any information, we will discuss the matter with the child, if possible, and do our best to handle any objections he/she may have.

LIMITS ON CONFIDENTIALITY

The law protects the privacy of all communications between a patient and a therapist. In most situations, we can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by HIPAA. There are some situations in which we are legally obligated to take actions, which we believe are necessary to attempt to protect others from harm and we may have to reveal some information about a patient's treatment.

- If we have reasonable cause to suspect child abuse or neglect, the law requires that we file a report with the Family Independence Agency. Once a report is filed, we may be required to provide additional information.

- If we have reasonable cause to suspect the “criminal abuse” of an adult patient, we must report it to the police. Once a report is filed, we may be required to provide additional information.
- If a patient communicates a threat of physical violence against a reasonably identifiable third person and the patient has the apparent intent and ability to carry out that threat in the foreseeable future, we may have to disclose information in order to take protective action. These actions may include notifying the potential victim (or, if the victim is a minor, his/her parents and the county Department of Social Services) and contacting the police, and/or seeking hospitalization for the patient.

Although this written summary of exceptions to confidentiality is intended to inform you about potential issues that could arise, it is important that we discuss any questions or concerns that you may have at our next meeting. I will be happy to discuss these issues with you and provide clarification when possible. However, if you need specific clarification or advice I am unable to provide, formal legal advice may be needed, as the laws governing confidentiality are quite complex and I am not an attorney. Please read the Notice of Privacy Practices for more detailed information which is located on this website.

Consent to Treatment

I consent to be evaluated and treated by Landmark Therapy, LLC.