



Beech Tree

Consulting &
Psychological Services

Service Policies

A crucial part of the therapeutic process and our therapeutic relationship is open, honest, and clear communication. The purpose of the Service Policies is to maintain a level of clarity in understanding the “nuts and bolts” of the therapeutic relationship. In doing so, we can avoid miscommunication around policy/procedure issues that can interfere with our work. We are happy to address any questions you may have at any time. Please initial each section as indicated acknowledging that you have read, understand, and agree to each policy.

Scheduling

Most appointments will be considered “standing appointments.” This means that you will be seen on the same day each week and at the same time. In some instances, a variation to this schedule may be arranged as appropriate.

If you need to confirm an appointment, please call our office and our staff will assist you. You may also request to receive appointment reminders by text, call, or e-mail. _____ (initial)

Psychotherapy Session Duration

Our sessions are structured to be between 45 and 55 minutes long. A 30-minute option is available. Use of this option is recommended for brief check-ins should something come up that needs to be processed between your regularly scheduled sessions. A 90-minute session is also available if extended time is needed. Please note that insurance companies will often not cover a 90-minute session, so out of pocket expenses may be incurred if a 90-minute session is held. You and your mental health professional (MHP) will determine the session length that is most appropriate for you. Sometimes your insurance company will dictate the length of session they will cover.

We want to devote as much **focused** time as possible to each of our patients. In doing so, it is very important to sessions start on time and end on time. Your mental health professional (MHP) has approximately 5 to 10 minutes “free” between each patient. During this “free” time, we write a progress note for your session, run to the bathroom, maybe grab a quick snack or drink, return phone calls, check and respond to e-mail, check in with our administrative assistants, and try to clear our mind before the next session. All these things are critical for your MHP so that we can enter the next session and provide as much **focused** time as possible. Given that we only have 5 to 10 minutes to work with between sessions, losing even a minute or two for a session that runs long can prevent your MHP from having that much needed self-care break between sessions.

So...to ensure that your MHP can engage in self-care, just as we encourage you to engage in self-care, please note the following:

- Your mental health professional may use a gentle chime in session. This chime will be set to give us a 7-minute indication that the session time is ending. Once this first chime is

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heard, it is a good time to wrap up what is being discussed and move toward ending the session. Your MHP will help bring the discussion to a close, review any “homework assignments” for the next session, check the schedule, and collect payment for the session. If there is not enough time left to collect payment, your MHP will request that you make your payment with the administrative assistant before leaving. You also have the option of making your payment in the first minute or so of your session so that you do not feel rushed at the end.

After this 7-minute indication there will be a final chime that lets us know that the session time has come to an end. We ask that you please respect the close of the session and allow your MHP the time for a much-needed self-care break. Your MHP will adhere strictly to these time boundaries so that we can support self-care for all.

Please note that your MHP holds only an agreed upon amount of time for you. If you are scheduled for a 45-minute session (for example: 1:00 to 1:45) but arrive 7 minutes late, your session will still end at 1:45. Your MHP will make every effort to begin sessions on time. Respecting time boundaries and expectations will allow your MHP to stay on time. It can be anticipated that your therapist will run “late” only on rare occasion.

_____ (initial)

Communication Between Sessions

For communication between sessions, your MHP will only use email communication and only for administrative purposes unless we have made another agreement. This means that email exchanges with your MHP should be limited to administrative matters such as setting and changing appointments, billing matters, and other related issues. You should be aware that your MHP cannot guarantee the confidentiality of any information communicated by email. Therefore, your MHP will not discuss any clinical information by email and we prefer that you do not either. *If you chose to include personal or clinical information within your e-mail, please know that you are doing so at your own risk as we cannot guarantee the confidentiality of e-mail exchanges.* Your MHP may not be able to regularly check email. As such, he or she may not be able to respond immediately. E-mail **should not** be used if there is an emergency. If there is a mental health emergency and you cannot reach your MHP by phone, please contact a 24-hour crisis line or visit your closest emergency department. **Recommended crisis lines:** 317-251-7575 (local); 1-800-273-8255 (National); Text HOME to 741741

_____ (initial)

Psychotherapy/Consultation Cancellations

In the event that a psychotherapy session needs to be cancelled, **please give at least 24 hours’ notice.** Notice can be given simply by calling our office and letting our office staff know, by leaving a voicemail for your mental health professional, or by sending an e-mail to your MHP. If leaving a



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message, please state your name and appointment time to be cancelled. If you have a standing appointment, please indicate whether you intend to keep your next regularly scheduled appointment.

It is very important to remember that **if a psychotherapy cancellation occurs with less than 24 hours' notice (aka "Late Cancel")**, a fee of \$50 will be charged to your account. This is a fee that is not covered by insurance and will be due at or prior to your next session. If you have a credit/debit card on file your card will be automatically charged (please refer to Patient Information form for more details). If you are unable to pay this fee in full at or before your next session, we will postpone our sessions until the fee can be paid. In the event of emergency or unavoidable circumstance, please speak with your MHP as soon as possible so that you can discuss the missed appointment fee. _____ (initial)

Psychotherapy/Consultation "No Show" Policy

In the event that you fail to arrive to a scheduled psychotherapy appointment with no advance notification, you will be charged a fee of \$100 for the missed appointment. This is a fee that is not covered by insurance and will be due at or prior to your next session. If you have a credit/debit card on file your card will be automatically charged (please refer to Patient Information form for more details). If you are unable to pay this fee in full at or before your next session, we will postpone our sessions until the fee can be paid.

Please be reminded that after two consecutive failed appointments ("No Show"), you will automatically be discharged from treatment. If you would like to continue with treatment, please contact your mental health professional to discuss options. _____ (initial)

Testing Appointment Cancellations or "No Shows"

Testing appointments are allocated a significantly longer period of time (often several hours) than psychotherapy sessions. As such, appropriate cancellation of appointments is critically important. If a testing session is not cancelled within 24 hours of the scheduled appointment, a \$200 fee will be applied to the account. If you have a credit/debit card on file your card will be automatically charged (please refer to Patient Information form for more details). No additional testing sessions will be scheduled until this fee is paid in full.

If there is a "No Show" for a scheduled testing session, the \$200 fee will be assessed, and the testing will not be re-scheduled. If you have a credit/debit card on file your card will be automatically charged (please refer to Patient Information form for more details). These fees will not be covered by your health insurance.

_____ (initial)



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Payments

Payment in full is expected on the date of the provided service. We understand that healthcare expenses can add up quickly and can cause added stress. As such, it is our goal to assist all patients in maintaining their accounts with us so that there is always a zero balance. This requires that all co-pays are made prior to or at each session, late cancel and “No Show” fees are avoided and/or paid promptly, and deductible amounts are paid in full. If you must carry a balance on your account, we will work with you to arrange a payment plan so that your psychotherapy is not interrupted due to financial reasons. Not adhering to the payment plan will result in termination of services.

As a courtesy, we will file insurance claims on your behalf. Due to the complexities of insurance billing, we do not accept secondary insurance and will not file claims for secondary insurances. Likewise, we will submit claims no more than two times for each date of service. If a claim is denied after two attempts at filing, you will become responsible for full payment of the amount billed. Please remember that billing through your insurance company does not guarantee that your insurance company will pay for the claim.

Please remember that we also reserve the right to postpone or terminate our work together if you become unable to pay for the services provided or planned. To minimize financial strain on you, your mental health professional and the practice, we will strictly adhere to this policy. Please inform us immediately if you anticipate difficulty paying for your services or if a change in insurance coverage occurs.

You will receive a monthly invoice from Beech Tree Consulting and Psychological Services if your account has a balance. Payment in full is expected within 30 days of the issuance of the invoice. Failure to pay your balance in full within 30 days may result in postponement or termination of services. _____ (initial)

Standard Fees (Doctoral level clinician)

Initial Intake	\$225 (50-55 minutes)
Individual Therapy	\$150 (16-37 minutes); \$175 (38-52 minutes); \$200 (53-55 minutes) \$250 (90 minutes)
Group Therapy	\$50 (55 minutes) \$70 (75 minutes)
Family Therapy	\$175 (38-52 minutes); \$200 (53-55 minutes); \$250 (90 minutes)
Psychological Assessment	\$175/unit or hour
Psychotherapy No Show	\$100
Psychotherapy Late Cancel	\$50
Testing No Show or Late Cancel	\$200



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Standard Fees (Masters level clinician)

Initial Intake	\$125 (50-55 minutes)
Individual Therapy	\$75 (16-37 minutes); \$90(38-52 minutes); \$ 105(53-55 minutes) \$135 (90 minutes)
Group Therapy	\$30 (55 minutes) \$50 (75 minutes)
Family Therapy	\$100 (38-52 minutes); \$115 (53-55 minutes); \$145 (90 minutes)
Psychotherapy No Show	\$100
Psychotherapy Late Cancel	\$50

*Standard fee for clinicians in training for all services, including No Show and Late Cancel charges, is \$50.

_____ (initial)

Non-Covered Services

**Non-Covered Services* include all services not typically covered by third-party payers (mental health/medical insurance).

Non-Covered Administrative Services \$15 per 5 min increments (first 5 minutes free)

These services most often include but are not limited to:

- Consultation with medical, mental health, or academic professionals on your behalf by phone, e-mail, fax, or in person.
- Review of medical records
- Preparation of reports or letters for other providers/legal counsel, etc...
- Completion of documents for disability claims, extended insurance reviews, worker's compensation, etc...
- Duplication of medical records (photocopying fees, notary fee, and postage fees may also apply)

_____ (initial)

Non-Covered Mental Health Services (services which are clinically recommended but that may not be covered by your insurance company)

- Standard fees apply. See above. A quote will be provided and agreement for payment of services rendered will be required before services will be provided.

_____ (initial)



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Service Limitations

Please be advised that we do not provide legal or forensically-informed therapeutic services. If you require services of this nature, we will provide you with referrals to appropriately qualified mental health professionals. We also will not voluntarily provide letters to attorneys or legal counsel regarding our work together. If you become involved in a legal suit, please inform us immediately so that we can develop an appropriate treatment plan and we can provide you with necessary referrals. _____ (initial)

Office Hours

We typically have coverage of our phones by an administrative assistant Monday through Thursday 8am to 4pm and Friday 8am to 12noon. Our mental health professionals may keep different office hours. Please consult with your mental health professional regarding their in-office availability.

Please feel free to call at any time and leave a voice-message. We do check messages frequently and will return your call as soon as possible. _____ (initial)

Signature of parent or legal guardian

Date

Printed name

Relationship to client

Signature of Mental Health Professional

Date



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