



Welcome to "Family Perspectives." We are honored that you have chosen to begin a process of change with us. It is our pleasure to help you reach your individual and/or family goals. This will take work on your part, but we are confident that the fruits of your labor will make it worth it.

This document contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a new federal law that provides new privacy protections and new patient rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that we provide you with a Notice of Privacy Practices (Arizona Notice Form) for use and disclosure of PHI for treatment, payment and health care operations. The Notice, which is attached to this Agreement, explains HIPAA and its applications to your personal health information in greater detail. The law requires that we obtain your signature acknowledging that we have provided you with this information. Although these documents are long and sometimes complex, it is very important that you read them carefully before our next session. We can discuss any questions you have about the procedures at that time. When you sign 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.

Procedures and goals of treatment

The therapeutic process is not easily described in general statements. It varies depending on the personalities of the therapist, the client, and the issues the client is experiencing. The purpose of therapy is not limited to, but is often to gain relief from symptoms, maintain or improve daily functioning, and improve quality of life. There are many different methods we may use to deal with the problems that you hope to address. Psychotherapy is not like the passive experience of surgery or many other medical interventions in that therapy requires a very active effort on your part. In order for the experience to be most successful, you will have to work on things we talk about outside of the therapy session.

Therapy can have benefits and risks. Because therapy often involves discussing unpleasant aspects of life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. Still, therapy has also been shown to have many benefits. Therapy often leads to improved relationships with self and others, solutions to specific problems, and significant reductions in or management of feelings of distress. The hope of therapy is that resolution of issues and personal growth comes at a faster rate than "braving it alone." But there are no guarantees of what you will experience.

There are some circumstances under which we are required to refer. For example, we do not have specialized training for working with substance addictions (meaning alcohol or other drugs) or process addictions (such as gambling or sex), therefore, to assure we are not working outside of our scope and you get the best treatment, we would refer you to someone who was qualified to the best of our ability and knowledge. Rules of confidentiality still apply, so we would not contact these people for a client but will let the client know how to contact them.

We will begin with one or more evaluation sessions and then we will develop a treatment plan. You have the right to participate in treatment decisions and in the development and periodic review and revision of your treatment plan. You have the right to refuse any recommended treatment or to withdraw informed consent to treatment and to be advised of the consequences of such refusal or withdrawal.

Limits of confidentiality

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 the Health Insurance Portability and Accountability Act (HIPAA). However, there are some situations where we are permitted or required to disclose information without either your consent or authorization. These situations will be discussed in detail during your first visit. Finally, there are some situations in which we are legally obligated to take action in an attempt to protect others from harm and may have to reveal some information about a client's treatment.

- If we have reason to believe that a child under 18 is or has been the victim of injury, sexual abuse, neglect or deprivation of necessary medical treatment, the law requires that we file a report with the appropriate government

agency, usually the Office of Child Protective Services. Once such a report is filed, we may be required to provide additional information.

- If we have reason to believe that any adult client who is either vulnerable and/or incapacitated and who has been the victim of abuse, neglect or financial exploitation, the law requires that we file a report with the appropriate state official, usually a protective services worker. Once such a report is filed, the counselor maybe required to provide additional information.
- If a client communicates an explicit threat of imminent serious physical harm to a clearly identified or identifiable victim and we believe that the patient has the intent and ability to carry out such threat, we must take protective actions that may include notifying the potential victim, contacting the police, or seeking hospitalization for the client.

It is common practice for therapists to discuss cases with other professional colleagues to facilitate continued professional growth and so that clients benefit from a variety of professional expertise. No identifying information is released in the peer consultation process. We reserve the right to share personally identifiable information between the owner of Family Perspectives, LLC, (Kim Romen) and associate, Matt Slavsky, or to whomever might be on-call (typically Matt Slavsky and Kim Romen are on call for each other) for coordination of care or in the event that we are unavailable or out of town to facilitate the coverage of your care in our absence.

Fees

Fees are due at each meeting unless you have made prior arrangements with us. Payment can be made via credit card, cash or personal check. Missed appointments and appointments cancelled less than twenty-four hours in advance are charged at the rate of \$75 or full session fee for in person appointments and must be paid no later than the end of the next session. Balances are not carried for clients because this turns the therapeutic relationship into a debtor/creditor relationship. For cancellations within less than 24 hours, please cancel via phone or text verses email (preferably text). When clients arrive to session late we will try to accommodate but me may have to end on time depending on the time available and the full fee will be charged.

- Telephone therapy fees are \$120 for a 50 minute appointment. The first session is usually 80 minutes but 80 minutes is not mandatory. Longer or shorter sessions are prorated from this basic fee.*
- Video fees are \$175 for a 50 minute appointment. The first session is usually 80 minutes. Session length will be decided between the therapist and client. Anything over 50 minutes is charged at \$150/60 minutes.*
- Walk and Talk therapy rates are \$190 for a 50 minute appointment. Longer or shorter sessions are prorated from this basic fee.*

There is a \$10 extra fee for each 1-5 miles from 85044 for Kim and 85021 for Matt.

- In-office fees are \$220 for a 50 minute appointment. The first session is usually 80 minutes. This will be decided between the therapist and client. Longer or shorter sessions are prorated from this basic fee.
- In-home rates are \$220 for a 50 minute appointment. Longer sessions will be prorated.*

There is a \$10 extra fee for each 1-5 miles from 85044 for Kim and 85021 for Matt.

*There is a \$50 additional fee for the first appointment.

Other services include coordination of care with other professionals you have authorized, preparation of records or treatment summaries, letter writing and the time spent performing any other service you may request of us. These along with telephone calls are charged at the case management rate of \$55 per 15 minute increment rounded up from eight minutes or down from seven minutes. There will be a 15 minute charge for information that takes more than 5 minutes to review/work on. There is a \$35 fee for bounced checks. We reserve the right to utilize a collections agency in the event of nonpayment.

- Fees for letters that involve a recommendation/expert are \$575 for an 80 minute evaluation plus letter. Some letters require more than one session and a more in depth letter. Additional fees will be charged at the normal session rates (seen above). Longer letters requiring more than 30 minutes will be charged at an additional \$55/15 minute increment. Sometimes there may be additional time that is needed for coordination with an entity, research, and administration which would also be charged at \$55/15 minute increment. Fee is collected at the first session. Any additional charges would be charged as they came up.

Teletherapy

Teletherapy is the use of telephone or video for sessions. There are potential benefits, limitations, and risks of teletherapy sessions including but not limited to the following; a. Inherent confidentiality risks of electronic communication, b. Potential for technology failure, c. Emergency procedures when the licensee is unavailable, and d. Manner of identifying the client when using electronic communication that does not involve video. For video sessions you will need to use a webcam or smartphone. It is important for confidentiality to use a secure internet connection rather than public/free Wi-Fi. Nobody will record the session without permission from the others person(s). Please do not have others in the room during your session unless we have agreed that they will be included in your therapy session. We agree to a back-up plan to restart the session or to reschedule it, in the event of technical problems. We will call your phone immediately if an interruption occurs. A safety plan is essential that includes at least one emergency contact and we need to know where your current location is in the event of a crisis situation. If we are disconnected and we cannot reach you or your emergency contact, and we think it is warranted, we may request a police welfare check. As your therapist, we may determine that due to certain circumstances, teletherapy sessions are no longer appropriate and that another level of care is needed or that we should resume in person sessions as soon as we are able.

Court services/considerations

Some of our professionals are hired as expert witnesses to provide professional opinions about mental health issues. It is a conflict of interest for a therapist to provide opinions or recommendations and treat the same client. We can be hired as an expert witness or as a treating therapist, but we are not able to play both roles. If a client has these expectations, it can affect their willingness to disclose personal information vital to treatment. If a court appearance is required of us or the records the fee is \$350 per hour for each hour of preparation time, related phone calls, travel from office to the court and back, deposition time, testimony time, and any unforeseen related expenses or uses of our time with a three-hour minimum. Copying fees will be based on cost of copies and amount of time needed to complete and/or mail them.

A retainer of \$2500 will be required at least ten business days before the court date. Since there is a large amount of time set aside for depositions or testimonies, \$750 of the \$2500 will not be returned if the deposition or testimony is cancelled or postponed within five business days. We accept cash, check, or money order as form of payment for retainers or any amounts over \$750. If there is a balance due after the court service, the remaining amount must be paid to Family Perspectives within two weeks from the day of court. We have the right to charge 10% interest if the remaining amount is not paid on time.

Health Insurance

Family Perspectives is able to provide clients with a "superbill," which is a receipt of services that many insurance companies accept if a client has out of network benefits. It is the client's responsibility to check with their insurance company to see what their benefits are. Some insurance companies will not reimburse for in-home services. We at Family Perspectives have chosen not to be on any insurance panels at this time for several reasons from confidentiality to some insurance companies dictating treatment.

Payment method

Payment is required at the time services are rendered and may be made by check, money order, cash, credit card, debit, or HSA card.

Cancellation policy

If you are unable to keep an appointment, please notify the office immediately. You will be billed for appointments canceled or missed with less than 24 hours prior notice. The fee is \$75.00. If 3 late cancellations or missed appointments

occur within a 12-month period, we will discuss your options as scheduling appointments in advance will no longer be an option.

Professional records

The laws and standards for behavioral health professionals in Arizona require that the agency keeps treatment records. You are entitled to receive a copy of the records upon written request to kim@counselingphoenix.com or matt@counselingphoenix.com. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. It is recommended that you review them in the counselor's presence in order to discuss the contents. Clients will be charged at the same rate as a regular counseling service prorated accordingly for any time spent in preparing information requests.

Contacting us

We offer a unique *phone support service* option that can be used between meetings. Some individuals or/and families feel assured to know that they have support between visits and that they have a place to call when things are especially difficult. It is easy to continue with the same habits when under pressure. You will be able to call for emotional support or coaching. This can be a great way to receive an extra "push" and encouragement.

Telephone support services are charged at the telephone rate listed above under "fees." There will be a 15-minute charge for any telephone conversation lasting more than 5 minutes. We will make all necessary actions to be available as immediately as possible, but in certain circumstances we will not be able to return calls until the following business day. In situations where you call and get our voice mail and feel you cannot wait for a response, a state crisis hotline (Maricopa Crisis) number is also available 24/7 and can be reached at 602-222-9444. Emergency 911 should also be utilized if there is an emergency.

In most cases we will also be available to receive and send emails if needed to review information outside of sessions or for support outside of sessions. As with telephones, internet communication is not 100% secure. Confidentiality can be compromised even in the best of circumstances. We take our responsibility to protect your privacy very seriously. We will do everything in our power to safeguard our interactions, whether in person, phone, or online.

We don't engage with clients on personal social media pages in interest to protect confidentiality and to comply with our professional code of ethics in avoiding dual relationships.

Acknowledgement of that I have received, read and understood the above four-page document along with the HIPPA (Arizona Notice) form that was given to me. For minors, I understand that it is our responsibility to inform the child's other parent that I am seeking therapy services our child and that the other parent must agree to therapy.

Print name of client Signature Date

(Other) Print name Signature Date

Guardian print (if client is a minor) Signature Date

Guardian print (if client is a minor) Signature Date

Witness Signature of witness Date

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