

Clinician-Patient Agreement and Financial Responsibility

Milestone Counseling Inc. is a business facility where a number of mental health professionals practice.

Denise Oehrlein, Rashmi O'Hara and Greta Kramer are independent practitioners and your contract for services is with your specific therapist only and does not include a contract with any of the other therapists at this site. All other providers are employees of Milestone Counseling, Inc.

Rights and Risks:

- You may ask questions about any aspect of the counseling process.
- If you have been referred by a court or state agency, you have the right to divulge only what you want to be included in a report.
- Therapy is most effective when you are open and can speak honestly about your emotions and experiences.
- Therapy may include talking about emotionally provoking subjects and scenarios.

Confidentiality:

- Information shared by you in the session will be kept confidential.
- Information will not be released without your written consent, except for professional consultation if needed and unless required by law.
- I am required by law to disclose information pertaining to suspected child abuse, the inability to care for one's basic needs for food, clothing, or shelter, and threatened harm to oneself or others.
- The court may subpoena counseling records.
- It is understood that information regarding treatment and diagnosis may be provided to an insurance company. You may want to discuss further limits or exceptions to confidentiality.

Appointments:

- All office or telehealth visits are by appointment and may be scheduled through the receptionist or your therapist directly.
- Please arrive on time, as you use up your own time when you arrive late for an appointment. At an initial session, the appointment generally lasts 45-55 minutes. All other sessions range from 30-55 minutes based on the therapist's discretion.
- **Late cancellations (less than 24 hours before) and/or no-show appointments are billed to the client for \$60.00.** In the case of illness, please notify us no later than 9:00 a.m. on the day of the appointment. Please leave a message if you get voice mail. If your appointment is canceled or missed, contact the office for a new appointment time. Insurance companies will not pay for no-show charges or late cancellation charges so you would have to pay that out-of-pocket.

Fees:

- Copays are expected at the time of service for both office and telehealth visits. If you are using telehealth you may call the office to pay your copay by phone or ask your therapist to take your copay at the time of the visit.
- Your health insurance may help you recover some of your counseling costs. Most group policies, but few individual policies cover outpatient psychotherapy. Please verify with your company the amount of coverage for outpatient psychotherapy by licensed professionals. If your policy requires preauthorization to receive services, it is your responsibility and needs to be handled prior to your first visit.
- Insured clients are expected to take care of their fees as services are rendered. Our office will bill your insurance company for the services provided. You will receive a statement each month reflecting any balance due on your account. This office cannot accept responsibility for collecting your insurance claims or for negotiating a settlement on a disputed claim. You are responsible for payment (and insurance claims) on your account. *Failure to pay your part may jeopardize your benefits. Copays are not negotiable.*
- Clients paying on a cash basis, and not billing any insurance company are expected to pay in full at the time of service unless a payment plan has been previously arranged.
- Except in the case of minors or when other arrangements are made, the person receiving the counseling service is financially liable.
- **Accounts become delinquent after sixty (60) days. Accounts 90 days in arrears may be terminated or may be discussed with your therapist, and/or your account may be sent to a collection agency. A 15% fee will be added to the balance.**

- **Payment Plans-** If the balance exceeds \$200.00, you may discuss a payment plan with your therapist.
- There will be a \$20.00 charge for all returned checks.
- Court Fees \$225.00/per hour: This includes; preparation time, drive time, court time, depositions, etc.

Initial Interview:	220.00		
16 – 37 Minutes:	100.00	Play Therapy:	200.00
38 – 52 Minutes:	150.00	No Show or Late Cancellation:	60.00
53+ Minutes:	200.00	Court Fees/per hr:	225.00

Call 320-774-1621 to contact us. If you receive the voicemail, please leave a message. In a crisis situation, if your therapist cannot be reached, you may **call the 24-hour Mental Health Crisis Line: 320-253-5555 or 1-800-635-8008, or go immediately to your local hospital emergency room.**