



FACETS — OF THE — HEART COUNSELING

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PRACTICE POLICIES

Effective **July 1, 2024.**

This document supersedes previously published. Cameron Hannah MS, LMHC, reserves the right to change or update these policies at any time. Notification of changes will be discussed in session and provided in writing.

APPOINTMENT LENGTH AND FREQUENCY

Individual therapy appointments are typically 55 minutes long; appointment frequency is determined based on client need. Appointments are typically once per week, which research has been shown to be effective especially at the beginning of therapy. Biweekly appointments also work well for some clients. I do not offer more than one appointment per week at this time, and do not have the capacity to offer appointments longer than 90 minutes.

FEES

COPAYS AND APPOINTMENT PAYMENT IS DUE AT TIME OF SERVICE INCLUDING PAYMENTS TOWARD DEDUCTIBLES AND SELF-PAY CLIENTS (UNLESS PREVIOUSLY NEGOTIATED PRIOR TO STARTING THERAPY).

- *Clinical Intake with Diagnosis:* \$220
- *Gender Affirming Surgery Assessment and Letter:* \$250
- *55-minute session:* \$175
- *55-minute session with EMDR:* \$225
- *No show/Late cancelled Appointment:* \$130

Sliding scale rates are available based on need.

Clients are responsible for knowing their co-pay or co-insurance amount. Please contact your insurance company to verify the amount due at the time of service.

INSURANCE AND BILLING

Facets of the Heart Counseling uses a third-party billing service: Eagleview Collaborative LLC. Questions regarding bills and payment amounts be directed to Eagleview Collaborative.

Clients are required to provide a legal full name, address, date of birth, sex on file with your insurance company, as well as a copy of your insurance cards. Clients will be provided with a good faith estimate of the anticipated costs of therapy services. It is the client's responsibility maintain up-to-date demographic information and inform **Facets of the Heart Counseling** and/or **Eagleview Collaborative LLC** of any changes to insurance prior to appointments. Payments may be made through my client portal.

LATE ARRIVAL, CANCELLATION, AND NO-SHOW POLICY

Please be on time to your appointment:

A client appointment will be canceled if the client is 10-minutes late and a no-show fee will be charged to the card on file. The next appointment will remain scheduled as usual. All clients may cancel two sessions per year without a no-show fee. In-person clients may switch their appointments to telehealth due to illness or weather-related concerns. If clients can reschedule their appointment within the same week, the no-show fee will be waived. Please inform your clinician of any disabilities that may cause this policy to become a barrier to care, and I will do my best to work out an accommodation that works for both of us. If **Facets of the Heart Counseling** is unable to provide adequate accommodations, a referral will be given where possible

Private insurance and cash pay clients:

Clients may give a one-week advance notice of cancelation to avoid no-show fees. If a client misses two consecutive appointments (without communication with **Facets of the Heart Counseling**), the client will be moved to waiting list and lose their reserved time slot. If a client misses three consecutive sessions, they will be discharged from services.

Medicaid/Medicare Clients:

Medicaid and Medicare clients have no no-show fees per state law; if a client misses two sessions in six months, the client will be moved to waiting list. Three missed/late canceled sessions in a row will result in discharge from services.

Therapist Cancellations

There is no penalty to the client if the therapist is late to an appointment or cancels an appointment. The therapist will reschedule or provide a short session.

Facets of the Heart Counseling reserves the right to shift all scheduled appointments to telehealth – clients unable to make this shift may cancel without penalty.

I will not conduct sessions while clients are driving. Sessions will be canceled, and a no-show fee will be charged

COMMUNICATION OUTSIDE OF SESSION

If you are having a mental health emergency, please call 911 or go to your local emergency department.

Please use the secure messaging system through the patient portal for communication outside of session. **Facets of the Heart Counseling** will not send clinical information by email and does not guarantee security of emails sent to **Facets of the Heart Counseling**. Messages, emails and phone are typically answered within two business days or discussed during appointments.

The therapist will not contact, respond to, add/friend clients on social media websites.

The therapist will not acknowledge clients in public and keep any interactions brief. Clients should reserve in-depth conversations for scheduled appointments.

MINORS

Facets of the Heart Counseling does not provide services for clients under 16.

RECORDS

Clients have the right to their own records and should consider reviewing these records during appointments if desired.

DISPUTE RESOLUTION

Clients have the right to discuss any disagreements or treatment plans with the therapist. Clients have the right to report egregious behavior to the WA Department of Health. The therapist welcomes feedback and opportunity to address concerns.

COMPLETION OF THERAPY

Clients reserve the right to end therapy treatment plans, at any time. Occasionally, a situation arises that causes the end of the therapeutic relationship prior to its natural endpoint. **Facets of the Heart Counseling** is unable to see clients who are out of the State of Washington due to state licensing requirements at this time. If **Facets of the Heart** determines that the therapist cannot meet the client's need for whatever reason, a referral to another provider will be provided before discharging the client from care.

I UNDERSTAND AND AGREE TO THE TERMS IN THIS DOCUMENT.

Print Full Name

Signature

Date