

Hello and Welcome,

I am looking forward to starting our work together. Whether this is your first therapy experience, or if you've been in treatment for quite a while, every new beginning offers opportunity! We will determine what you need to address in order to attain your goals. Then, we will work towards understanding who you are, how you became the person you are today, what needs to happen to move you in a positive direction, how to control, reduce, or eliminate the symptoms which are bothering you, how to understand, manage, or alter the characteristics about yourself which are troublesome to you.

There is, of course, paperwork which needs to be completed prior to our first appointment. You will find the necessary paperwork on the next tab under forms, labelled "New Patient Forms. Please print out or otherwise complete them and email or fax (516.453.6798) them to me prior to our first appointment. I also need copies of your insurance card(s), front and back, and a copy of your driver's license or other government-issued ID. The date and time of our initial consultation/appointment have been verified by email.

I will send a Zoom link upon receipt of these completed forms. If I haven't received them by 5 PM the evening preceding our appointment, I will assume that you do not intend to keep the appointment. On a weekly basis, I ordinarily send Zoom links late Saturday evening or some time on Sunday.

I encourage you to contact your insurance company (unless you are covered by traditional, federal Medicare) and verify my participation as an in-network provider. My NPI number is 1164629127; some insurance companies have my name as Dr. Lucie M. Kay (my previous name) and some as Dr. Lucie M. Taustine. I am working on changing them all, but it is a slow process. When you speak with your insurance company, ask them to specify your out-patient mental health/behavioral benefits. Failure to ensure that I am participating might leave you financially responsible for your treatment. In the event that your insurance does not cover your treatment, due to its cancellation or suspension, if I am out of network, or if you have provided inaccurate information, the fee for your initial appointment is \$275 and the fee for subsequent 45-minute sessions is currently \$250. You will receive a receipt which you can then submit for possible reimbursement.

If I am out of network, typically you will be responsible for payment in full (on the day of the session, via Ivy Pay, see below); you will be provided, monthly upon request, with a "paid" invoice which you may submit for possible reimbursement. I cannot guarantee whether you will receive reimbursement, and, if so, at what rate. That is entirely between you and your insurance company.

**Please attend to the pages about Ivy Pay (in the New Patient Forms) for info about self-pay fees, deductibles, co-payments, and/or co-insurance payments, and complete the related form. You will receive a text from Ivy Pay (which will not include my name for HIPAA purposes) requesting credit, debit, or HSA information. The request will be in the form of an invoice for \$1.00, which will be refunded by deducting it from your first payment. A response on the day you receive the request is appreciated.**

I make every effort to maintain confidentiality, within the limits of the law and technology. Please be aware, though, that in our electronic, digital world, no absolute promise or guarantee of privacy can be made when using e-mail and other web-based applications, SMS text messaging, cell phones, or VOIP. Any indication of possible harm to self or others, children, the elderly, or animals, will be treated seriously and handled immediately, as required by law and ethics.

I look forward to meeting with you, and hope to be able to make your treatment meaningful and helpful.

*Dr. Lucie M. Taustine*

Pronouns: she/her/hers

Phone, Voice and Text/SMS: 516.799.3320

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