



## CASCADE COUNSELING AND CONSULTING, LLC

### PRACTICE POLICIES

Welcome. We look forward to meeting you and working together. Our foremost concern is that your counseling needs and goals are met. This document outlines office policies and other issues related to beginning counseling with Cascade Counseling and Consulting, LLC. Please read this document thoroughly and sign where indicated. This will be entered into your chart, and you can request a copy at any time. If you have any questions, please call our office.

### AVAILABILITY

Our office is open Monday to Friday, 9am – 6pm. Please know we will do our best to return all voice messages within one business day, and your therapist will share their direct email contact information in the event you need to reach them in the future. If you need to get ahold of your therapist or our office urgently, please call the main office at 971-378-0367, as each therapist is busy working with clients and may not check messages or have time to respond until the end of the day. We do not have a way to text clients. All communication should be via phone or email, for non-urgent issues.

If you are experiencing a medical, mental health or substance related crisis, please do not call or email your therapist or our office. Instead, please call 911, your county crisis line or go directly to your nearest emergency room.

Clackamas County Crisis Line: 503-655-8585

Multnomah County Crisis Line: 503-988-4888

Washington County Crisis Line: 503-291-9111

National Suicide Prevention Hotline: 800-273-8255

National Suicide & Crisis Lifeline: 988

YouthLine (crisis line for teens): 877-968-8491

YouthLine (crisis line for teens): TEXT 'TEEN2TEEN' TO 839863

### APPOINTMENTS AND CANCELLATIONS

Our appointments are scheduled for a 60-minute block of time and this time is reserved exclusively for you. Requests to change the standard session needs to be discussed with the therapist in advance in order for the session to be scheduled appropriately. ***A minimum of 24 hours' notice is required to cancel or reschedule your appointment.*** We often have a waiting list of clients seeking services and other clients may need to reschedule if we have available appointments. However, we need at least this much advance notice to offer the time to someone else.

*If you cancel with less than 24 hours' notice or "no show" to your appointment, you may be responsible for a late fee (depending on your insurance). You will be responsible for half of the late fee (\$75) for the first incident of a no-show or late canceled appointment; the full \$150 late fee will apply for any late cancellations or no-shows thereafter.*

Please know that clients with two (2) consecutive missed appointments (late cancel or now show) will result in losing your standing appointment. Having more than 6 (six) missed appointments in a 6 month period may also result in change in appointment access or availability.

## **ACCOUNT BALANCES AND ACCEPTANCE OF HEALTH INSURANCE PLANS**

All balances on account are your responsibility regardless of insurance coverage.

For our office to accept the assignment of benefits from your health insurance plan you must read this document and accept the guidelines and policies set forth.

1. Your health insurance plan is a contract between you and your insurance carrier. We are not a party to that contract. It is your responsibility to understand your benefits as defined by your plan.
2. You are responsible for the payment of all charges incurred in this office. Some, if not all, of your treatment, may not be covered by your health insurance plan. You are responsible for any finance charges on any outstanding balances. Future services, both behavioral health and clerical may be refused until the balance is cleared.
3. The custodial parent/guardian is ultimately responsible for the charges incurred at this office regardless of personal circumstances such as divorce or custody issues.
4. We will not bill your health insurance plan unless you provide us with accurate information required by your plan in order to submit a claim. It is your responsibility to update us on any changes to your insurance, including plan or insurance coverage changes.
5. If your health insurance plan (not including Medicaid) has not paid the assigned balance in full within 60 days from the date the charges were incurred, we may require payment of your remaining balance.
6. All estimated co-payments and deductibles are due in full at the time services are rendered.
7. If necessary, we will submit a claim for payment twice to your health insurance plan (not including Medicaid). However, if there is no resolution, it is the responsibility of the insured to contact their health insurance plan and seek payment. We will only provide further assistance once your balance is paid in full.

For a complete list of insurance's that we accept on an in-network basis, please review our website. We also work with many clients who have other insurance plans on an out-of-network basis. Not all plans offer this option; if you are uncertain about your benefits, we recommend you contact your insurance company directly and ask the following questions:

- Does my plan have an out-of-network option for outpatient mental health?
- If it does, is there a separate deductible?
- If no deductible, what percentage of out-of-network costs does my plan cover?
- Is there any pre-authorization required for out-of-network services?

A \$35.00 service charge will be charged for any checks returned for any reason for special handling.

Unpaid account balance beyond 60 days will incur a \$25 per month late fee until paid in full.

We require a credit card be kept on file in order to process any fees associated with your care. Your credit card information will be kept confidential and is not visible to staff.

## **SOCIAL MEDIA AND TELECOMMUNICATION**

Due to the importance of your confidentiality and the importance of minimizing dual relationships, Cascade Counseling and Consulting therapists do not accept friend or contact requests from current or former clients on any personal social networking site (Facebook, Instagram, Snapchat, LinkedIn, etc).

We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

The clinic does maintain a social media presence, specifically on Facebook, Instagram and LinkedIn. Clients are welcome to follow these accounts and share material that is posted. We also use these platforms to share announcements in the event of news, weather events or changes to daily operations. Links to each platform can be found on our website.

## **ELECTRONIC COMMUNICATION**

We cannot ensure the confidentiality of any form of communication through electronic media, including email and text messages. If you prefer to communicate via email for issues regarding scheduling or cancellations, we will do so. Staff are not permitted to text clients for any reason. While we may try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

## **MINORS**

If you are a minor, your parents may be legally entitled to information about your therapy. Under ORS 109.675, a minor who is 14 years or older may access outpatient mental health, drug or alcohol treatment (excluding methadone) without parental consent. These services may include: seeking help from a psychiatrist or psychologist; seeking mental health therapy from a doctor or social worker; and seeking help for drug or alcohol use. Providers are expected to involve parents by the end of the minor's mental health, drug or alcohol treatment unless: The parent refuses involvement; clear clinical indications to the contrary exist and are documented in the treatment record; there is identified sexual abuse; or the minor has been emancipated and/or separated from the parent for at least 90 days. Please note that we will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential. However, it is the standing policy of Cascade Counseling and Consulting, LLC that parents are aware and involved in a minor child's counseling/treatment.

## **TERMINATION**

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the therapy sessions are not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, we have other clinicians at Cascade Counseling and Consulting that may be a better fit. We may ask you to meet with the Clinical Director of Cascade Counseling and Consulting to problem-solve your concerns and help match you with another therapist. If you choose to go outside of Cascade Counseling and Consulting, we will provide you with a list of qualified social workers and therapists to meet your clinical needs. You may also choose someone on your own or from another referral source.

Should you fail to attend your appointment or fail to schedule an appointment for two consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, we must consider the professional relationship discontinued and your file will be closed.