

## Practice Policies (as of 9/16/2021)

Alexandra Khoobani, MSW, LCSW (Licensed under NYSED and CT DPH) doing business as "Infinite Roads Counseling and Consulting", 2125 Albany Post Rd, Ste 203, Montrose, NY 10548, (203) 794-4741

PRACTICE POLICIES: Please note that a copy will be sent to all clients prior to beginning treatment, during the course of treatment as needed to inform client of updates/changes to practice policies, and customarily in September of each year.

### FEES

The standard fee for telehealth individual therapy is \$200 for initial psychiatric evaluation/intake session(s), \$180 per 55 minute session, and \$150 per 40 minute session for self-pay clients. Please note that there are a number of benefits of self-pay/private pay, due to risks of managed care, such as confidentiality, requirement of psychiatric diagnosis, privacy, continuity, and control of care. For more information, you may contact Alexandra Khoobani to discuss.

If you have insurance that Alexandra Khoobani is in-network with, but would like to self-pay, you agree to request and complete/sign an Insurance Opt-out form prior to the initial session.

If you are using insurance (in-network with specified insurances as per initial consultation/contact), you understand that you may be responsible for any remaining balances or unpaid claims. It is the responsibility of the client to maintain updated insurance and payment method information. If you have provided an insurance card on file and/or have opted to use insurance to pay for services in any way, whether in- or out-of-network, you consent to allow Alexandra Khoobani/Infinite Roads Counseling and Consulting to provide all and any necessary information to my insurance carrier/provider/company as well as billing service providers (e.g. Arlozorov9, Inc. also known as Alma) to coordinate care and obtain payment for provided services. Please note that client files may be audited for insurance purposes.

A self-pay sliding scale fee of \$60 is applicable for clients who have identified a significant financial need. All sliding scale fee clients must apply and be accepted for membership (at the cost of the client) at Open Path Psychotherapy Collective. Sliding-scale clients will be taken on by the practice on a case-by-case basis, determined by sliding scale slot availability. As a rule, every 6 months, clients who are paying the sliding scale will have a reevaluation of their need for sliding scale benefits.

Credit cards will be securely kept on file through SimplePractice (Stripe), Alma, and I V Y Inc. (also known as IVY or IVY Pay) which authorizes payment to be processed for the amount of the client's determined responsibility. At the start of services there may be a delay in processing payments (e.g. copays, deductibles, etc.) due to need for confirmation of client responsibility through insurance carrier/provider/company/ billing service providers. Fees, including but not limited to session fees, copays, deductibles, coinsurance, are customarily processed after the conclusion of the session or at the end of the business day. Upon request for payment information and attempt by Alexandra Khoobani to process client's fee and/or portion of client responsibility, payment is required via credit card placed by client on file via IVY Pay. If payment information is not provided within 24 hours of the initial request for payment via IVY

Pay, or declined or returned for any reason, payment will be processed through SimplePractice/Stripe with a \$10.00 special handling service charge. Invoices with outstanding balances may incur a late fee of \$50 after 15 days of non-payment, with additional late fees of \$5 per day thereafter.

## ADDITIONAL SERVICES

Services that the client requests which are not covered by insurance will be billed directly to the client. Credit cards will be securely kept on file for the purpose of Auto-Pay which is customarily processed after the conclusion of the session or at the end of the business day, for self-pay clients as well as clients with copayment or deductible responsibilities at a rate of \$150 per hour. These include but are not limited to: Phone-based work with clients, client contacts/family members, or other providers that last over 15 minutes or agreed upon letters/reports (non-routine). If there is travel time to and from meetings involved, this will be billed at the standard rate.

Court related services are not covered by insurance companies and that should Alexandra Khoobani/Infinite Roads Counseling and Consulting or any of its representatives be required to appear in court or court related meetings (depositions, planning, preparation etc.) that the daily fee for court related services is \$2500.00 per day, per representative and will be paid in advance. Please be aware that this fee is non-negotiable and that services are not offered on a per hour basis other than report writing, which is offered at \$350.00 per hour. Alexandra Khoobani/Infinite Roads Counseling and Consulting must be provided 5 business days' notice of any need for court related services. Alexandra Khoobani/Infinite Roads Counseling and Consulting reserves the right to refuse court related activities.

## APPOINTMENTS AND CANCELLATIONS

Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee if cancellation is less than 24 hours.

The standard meeting time for psychotherapy is 45-60 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change session needs to be discussed with the therapist in order for time to be scheduled in advance.

Cancellations and re-scheduled sessions will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. Exceptions to the cancellation/re-schedule policy may be made at the discretion of Infinite Roads Counseling and Consulting. No more than 3 exceptions to waive the charge will be made in a calendar year.

**TELEPHONE ACCESSIBILITY** If you need to contact me between sessions, please leave a message on my voice mail. I am often not immediately available; however, Alexandra Khoobani/Infinite Roads Counseling and Consulting will attempt to return your call within 24-48 hours. Please note that Face- to-face or video sessions are highly preferable to phone sessions. However, in the event that you are out of town, sick or need additional support, phone sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

**SOCIAL MEDIA AND TELECOMMUNICATION** Due to the importance of your confidentiality and the importance of minimizing dual relationships, Alexandra Khoobani does not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.) as this 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 during your initial session.

#### **ELECTRONIC COMMUNICATION**

Alexandra Khoobani/Infinite Roads Counseling and Consulting cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, Alexandra Khoobani/Infinite Roads Counseling and Consulting will do so. If sending text messages, please note your initials. While I may try to return messages in a timely manner, I 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.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that: (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. (2) All existing confidentiality protections are equally applicable. (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee. (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent. (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial

and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

**MINORS** If you are a minor, your parents may be legally entitled to some information about your therapy. Alexandra Khoobani/Infinite Roads Counseling and Consulting will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

**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. Alexandra Khoobani/Infinite Roads Counseling and Consulting may terminate treatment after appropriate discussion with you and a termination process if Alexandra Khoobani/Infinite Roads Counseling and Consulting determines that the psychotherapy is not being effectively used or if you are in default on payment. Alexandra Khoobani/Infinite Roads Counseling and Consulting 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, Alexandra Khoobani/Infinite Roads Counseling and Consulting will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, Alexandra Khoobani/Infinite Roads Counseling and Consulting must consider the professional relationship discontinued.

If you are a minor you understand and confirm you have reviewed and signed this document with and in the presence of your parent(s) and/or legal guardian(s). If you are signing as a parent and/or legal guardian or a minor, have reviewed this document with said minor prior to their signing of this document.

**BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.**