

Practice Policies, Procedures, Rights & Privacy

Intraspero Family Services (IFS) offers comprehensive services for children, adolescents, adults, and families. IFS primarily practices from a Cognitive Behavioral perspective but incorporate elements of family systems and narrative therapies. IFS will work closely with you to develop a treatment plan that meets your specific needs.

Appointments

All appointments will be scheduled directly with the Clinician. If you fail to cancel a scheduled appointment, IFS cannot use this time for another client and you will be billed for the entire cost of your missed appointment. A full session fee is charged for missed appointments or cancellations with less than a 24-hour notice unless it is due to illness or an emergency.

Confidentiality

The medical records of our clients are highly confidential. Information contained in the records will not be released without proper written consent. When treating a child or adolescent, parents are kept informed of the general progress of treatment, but specific and personal information is kept confidential. In the case of a divorce situation where medical custody is shared, consent and authorization regarding disclosure of any information is required from both parents.

Contacting Our Office

Phone Calls

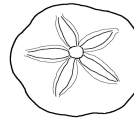
If you have a psychiatric emergency, please call 911 or go to your nearest emergency room. All phone messages are responded to as quickly as possible. IFS will return all non-urgent phone calls within 24 hours. Please be sure to leave your name, phone number, and convenient times when you can be reached. Do not leave sensitive medical information on voicemail.

Text Messages

Intraspero Family Services (IFS) understands that clients may want/need to communicate via text messaging. IFS will only contact our clients via SMS text messaging for the purposes of coordinating appointment scheduling and for follow-up on actions or communication initiated by the client. IFS will not share client's information with 3rd parties. IFS will never use SMS text messages for promotional or marketing purposes. By providing a telephone number and signing that you have read and understood the IFS Privacy Policies and returning to us the form you are consenting to be contacted by SMS text message from Intraspero Family Services. Please be advised that message frequency may vary. Message and data rates may apply to SMS text messages. You will have the option to Reply STOP to opt-out of further messaging. Also, you can reply HELP for more information."

Email

You can also reach your clinician by email. You can find the email address on the top of this form. Due to privacy considerations, IFS does not discuss clinical matters via the internet or email. IFS will occasionally send follow-up emails that pertain to scheduling, billing, or other administrative matters that do not include any sensitive medical or mental health information. If you have a clinical matter that needs to be discussed between sessions, please contact your clinician to arrange a means to discuss further.



Fees/Payment Information

For further information on fees please speak directly to your clinician. Attached to this packet is a “Form of Payment” sheet to be completed to alert the clinician how you will be settling your invoices. IFS accepts several forms of payment e.g. cash and checks.

Insurance

Intraspero Family Services (IFS) is an out of network provider, which means that you pay IFS directly after each session. IFS will provide you with a paid invoice for each session that includes all necessary coding, dates and confirmation of payment so that you can submit this information to your insurance company for reimbursement, if applicable. IFS recommends that you coordinate with your insurance company prior to contacting IFS to gain approval for this process as early as possible and, specifically, before the first therapy session or consultation.

Questions to ask your insurance company when inquiring about Out-of- Network Benefits:

- Does my plan cover out-of-network behavioral/mental health?
- What are my out-of-network mental health benefits?
- Do I have a deductible? If so, what is it?
- What is the coverage amount per therapy session?
- Is the amount paid to me based on the actual fee or based on what is considered reasonable and customary?
- How many therapy sessions does my plan cover?
- Is there a limit to my coverage?
- Is a referral required from my primary care physician?
- What information does the clinician need to provide to receive reimbursement?

Tips to help with getting insurance reimbursement:

We recommend that you create a paper file for all of your claims. Each time an invoice is provided by IFS, you should print it, make a copy and attach it to a claim form from your insurance company. Keep a copy of the claim form and invoice and mark the date you sent it. We recommend that you fill out the necessary items in the health form and make multiple copies. Mail, scan or fax to your insurance company. If you have not heard from them in two weeks, call to confirm that they have received the claim. Additionally, make a copy of your insurance card to have in the file. Make sure you copy both the front and back of card.

I, the client, acknowledge receipt and understanding of these Practice Policies, Procedures, Rights & Privacy

Signature: _____ Date _____
(client/parent/guardian)

Printed Name _____