

# 2021 CLIENT PAPERWORK

Client's Name \_\_\_\_\_ DOB \_\_\_\_\_

Welcome to MindOasis, LLC, today's appointment is scheduled for 60 minutes. If you need to make changes to appointments or create new appointments, please do so through our online Therapynotes portal. **All payments are due at the beginning of the session.** If the payment cannot be made, your appointment will be canceled, and you will be charged an additional \$25, both must be paid before scheduling your next appointment. All appointments will be cancelled until fees are paid. A credit card will be put on file today and you will be charged the minimum of \$60 up to the maximum of \$250 for your session. All paperwork should be completed at the minimum of 48 hrs prior to your first appointment.

## TREATMENT AGREEMENT

The first session is the initial intake appointment to introduce you to our policies and procedures. We also want to gain understanding for the reason why you have chosen to start counseling and if the counselor you are placed with is an appropriate fit. At the end of the session it will be decided mutually, if continued sessions for healing will take place or if the you/client will be needing to be referred to another counselor to better meet your/client's needs. If the client and counselor decide to commit to working together, then it is encouraged that the next 3 sessions are immediately scheduled through the scheduling portal: <https://www.therapyportal.com/p/mindoasis/> Most clients require 2-4 sessions monthly for their healing transformation to be successful and long lasting. We believe in working intensely to make the most effective progress. After 10-20 sessions, there should be significant progress towards the initial goal, given client participation in sessions and outside of session as well as the amount of trauma/problems that have been experienced or still being experienced. If progress is not made, the treatment plan will be reevaluated and a decision for continued treatment, referral or termination will be made. A huge part of the journey is that the client follows through with the strategies outside of counseling appointments and focuses on treatment goals/objectives during sessions.

## SCHEDULING

All appointments are primary via telehealth unless due to COVID19. All sessions should be scheduled online through your mobile device/computer by going to [www.mindoasis.me](http://www.mindoasis.me) or at the beginning of the session. Please refrain from calling to reschedule or schedule appointments, instead use the online portal. The online option allows you to schedule or cancel an appointment at any time of day. If four months go by without an appointment, we will terminate your treatment plan. If you decide to resume treatment after termination, you will need to do so as a new client intake. It is your responsibility to schedule your appointments and not the counselors. It is recommended to always keep the minimum of 3 appointments scheduled so that you can secure your healing journey without treatment gaps.

**Signature(s)** \_\_\_\_\_ **Date** \_\_\_\_\_

*This document is intended to inform you of our policies, State and Federal Laws and your rights.*

## SESSION ETTIQUETTE

Complete your paper agenda at the beginning of every session and wait to be called back before entering the counseling room. (If doing Zoom a link will be emailed or texted to you and with a phone session we will contact you at the time of the session. Please have in mind what you want to work on for the session.)



Schedule future sessions at the beginning of your appointment, or on the online portal. During your session you are welcome to have one beverage per client. Once your session time has ended, we have to end your session and cannot extend extra time unless this is agreed upon and financial compensation is set.

### FINANCIAL/INSURANCE ISSUES

**Most clients have a deductible that must be met annually before the insurance company will pay any benefits. This means the client is responsible for the full fee of the session until the deductible is satisfied. The Explanation of Benefits will state how much you owe for each session and may take up to 2 weeks after the first session to process. All clients must pay the full contracted insurance fee until their deductible is met, until EOB comes back with client's portion and the amount insurance will pay for session. You may check coverage of the billed codes CPT Codes 90791 (Initial Intake Form) 90834 (45min) 90837 (60min). If your insurance company denies payment (outside of not meeting the deductible) or does not cover counseling, you can continue counseling by paying the self-pay rate of \$135 for 45min or \$150 for 60min. However, you must pay for the entire outstanding balance before services are resumed. All balances of \$50 or more must be paid in full before another session can be scheduled. Appointments will be cancelled until paid. This means, you will lose your scheduled appointments. If your insurance only covers 45-minute sessions you may self-pay for an additional 15 minutes for \$20. This includes losing track of time. Our counselors need to be paid for every minute they spend with you.**

**After \$500 in the deductible is met, we bill for the Copay of \$20 for 45min appointments (services) and \$30 for 60min appointments (services).**

I agree to give MindOasis, LLC permission to bill my insurance company, PPO or HMO. I authorize MindOasis, LLC to charge my credit card above for agreed upon copays, fees for services until my deductible is met, fees for services that insurance does not cover, cancellations without 24hr notices will be charged \$85 and any product purchases (Shirts, Mugs, Essential Oils, etc.). I understand that my information will be securely saved electronically for future transactions through TherapyNotes. This also allows more time for counseling instead of focusing on payment at each session.

At my first session, I understand it is required that I pay the minimum of \$60, until my insurance has responded with client's EOB/client's responsibility of payment. I understand that my follow up sessions (under two weeks after initial session), I will continue to pay \$60 until my insurance company has responded with the Explanation of Benefits/client's responsibility of payment. (This does not apply to EAP). Every insurance company has a different payment rate. MindOasis, LLC can provide more details at time of session.

I understand that if I need to cancel or reschedule an appointment, 24 business hours with advance notice is required, otherwise I will be billed at \$85 to cover the counselor's time. I will have only a one-time waiver for a last-minute cancel where I will not be charged a fee. I acknowledge that I understand the insurance and self-pay option and agree to follow the agreement listed above. Doctor's visit paperwork is required to waive the fee.

You may have a copy of this form if requested. If a parent is unable to attend services that their child is receiving, please send cash with the child or pay invoice online within 2 hours of the session or future



appointments will be cancelled if balance exceeds \$50. You will also be charge \$25 additional fee if no payment is received at the time of session.

If a letter for attorney, doctor, DCFS is required you will be charged \$85 flat fee for each letter. Any court or school appearances will be charged \$225per hour private pay fee directly to your credit card.

Signature(s) \_\_\_\_\_ Date \_\_\_\_\_

**COORDINATION OF TREATMENT/RELEASE**

Primary Physician's : \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

Psychiatrist: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

OBGYN's: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

Parent or Friend for Emergency Contact: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_



It is important that all health care providers work together. As such, I give MindOasis, LLC permission to communicate with the entities I have identified above. I understand that my consent is valid for one year. I understand that I my authorization maybe revoked at any time. Please also inform your other providers that you are seeing a counselor at MindOasis, LLC. In an emergency situation I give MindOasis permission to contact my spouse or emergency contacts listed. I give MindOasis permission to share information with my spouse or parents as needed if I invite them into my therapeutic sessions.

Client's Name \_\_\_\_\_ DOB \_\_\_\_\_  
SIGNATURE(s) \_\_\_\_\_ DATE \_\_\_\_\_

### CONFIDENTIALITY AND EMERGENCY SITUATIONS

Client's verbal communication and clinical records are strictly confidential except for: a) information shared with consultants, b) information (diagnosis and dates of service) shared with your insurance company to process your claims, c) information you and/or you child or children report about physical or sexual abuse; then, by Illinois State Law MindOasis, LLC is obligated to report this to the Department of Children and Family Services, d) where you sign a release of information to have specific information shared and e) if you provide information that informs me that you are in danger of harming yourself or others f) information necessary for case supervision or consultation and h) or when required by law.

In the unlikely event that your counselor is unable to provide ongoing services there will be another counselor to continue services and will maintain your records for a period of 7 years. If an emergency situation for which the client or their guardian feels immediate attention is necessary, please call the 309.857.6399. If no call is received within 15 minutes or you cannot wait, the client or guardian understands that they are to contact the emergency services in the community (911) or local emergency room for those services. MindOasis, LLC will follow up those emergency services with standard counseling and support to the client or the client's family. **Text messages and email are not 100% confidential, and we may not be able to respond immediately. Social Networking sites may not be used for counseling/emotional concerns nor cancelling or scheduling appointments. Please refrain from messaging your counselor on Social Media as it is not checked regularly. MindOasis, LLC will not return calls/texts immediately unless it is an emergency. MindOasis, LLC responds within 48 business hours. We do not check phone regularly between 8pm-10am. If you are in medical/emotional distress it is recommended you go to the hospital.**

Signature(s) \_\_\_\_\_ Date \_\_\_\_\_

### CONSENT FOR TREATMENT FOR MINOR CHILDREN

I consent that \_\_\_\_\_ may be treated as a client at MindOasis, LLC. It is understood that children over the age of 12 have confidentiality protected by law. This consent to treat expires at the end of treatment or if revoked in writing. If parents are divorced, we require divorce decree and need both parent's signatures if there are visitation rights. We cannot see children for counseling unless both parents are in agreement.

Parents Name \_\_\_\_\_  
DOB \_\_\_\_\_



Parents Name \_\_\_\_\_  
DOB \_\_\_\_\_

Signatures of Both  
Parents \_\_\_\_\_ Date \_\_\_\_\_

Parents \_\_\_\_\_ Date \_\_\_\_\_

### INSURANCE INFORMATION AND VERIFICATION OF BENEFITS

*PLEASE GIVE MINDOASIS, LLC A COPY OF YOUR INSURANCE CARD and ID*

- I am self-paying (\$250 for initial session and \$180 for 60 min or \$150 for 30min continuing sessions) \_\_\_\_\_
- I am using my insurance and understand I will pay a minimum fee of \$60 today and will continue paying \$60 until EOB is received. \_\_\_\_\_
  - I am using my Employee Assistant Program \_\_\_\_\_
- Any sessions more than 60 minutes, I am responsible for \$75 self-pay for every 30 minutes past the allotted time.

Name of Person the insurance plan is under (this may be yourself, spouse or parent)

\_\_\_\_\_

That Person's Date of Birth \_\_\_\_\_

Their Contact Number \_\_\_\_\_

Their Address \_\_\_\_\_

Name of Client \_\_\_\_\_

Client's Address \_\_\_\_\_

D.O.B. \_\_\_\_\_ Age \_\_\_\_\_

Client's Phone # \_\_\_\_\_

Client's Email \_\_\_\_\_

Do you get an authorization or a referral from a doctor (Usually required for HMO)? \_\_\_\_\_

**My insurance will cover the following codes: CPT Codes (Call insurance now to find out coverage if you have not already done so): 90791 \_\_\_\_\_ 90837 \_\_\_\_\_**

**Patient's Co-pay** \_\_\_\_\_

**Patient's Deductible for In Network Behavioral Health Office Visits** \_\_\_\_\_



I understand that I am responsible for knowing my insurance benefits. I am financially responsible for my deductible and for treatment that is not covered through my insurance policy. If my insurance does not cover services I will fully cover the incurred fees. If I refuse to pay, I understand that I will be sent to collections.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### NOTICE OF PRIVACY PRACTICES AND CLIENT RIGHTS

I have read and received a copy of MindOasis, LLC Notice of Privacy Practices and Client Rights document.

May we contact you at home/cell? \_\_\_\_\_ at what number \_\_\_\_\_

May we contact you at work? \_\_\_\_\_ at what number \_\_\_\_\_

May we contact you through email? \_\_\_\_\_ Email address \_\_\_\_\_

May we contact you through facebook? \_\_\_\_\_ (for business purposes only)

Signature(s) \_\_\_\_\_ Date \_\_\_\_\_

### HIPPA NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. Effective date: October 1, 2015

MindOasis, LLC has been and will always be totally committed to maintaining client's confidentiality. We will only release healthcare information about you in accordance with federal and state laws and ethics of the counseling profession. This notice describes our policies related to the use and disclosure of your healthcare information.

Uses and disclosures of your health information for the purposes of providing services. Providing treatment services, collecting payment and conducting healthcare operations are necessary activities for quality care. State and federal laws allows us to use and disclose your health information for these purposes.

TREATMENT We may need to use or disclose health information about you to provide, manage or coordinate your care or related services. Which could include consultants and potential referral sources.

PAYMENT Information needed to verify insurance coverage and/or benefits with your insurance carrier, to process your claims as well as information needed for billing and collection purposes. We may bill the person in your family who pays for your insurance.

HEALTHCARE OPERATIONS We may need to use information about you to review our treatment procedures and business activity. Information may be used for certification, compliance and licensing activities. Other uses or disclosures of your information which does not require your consent there are some instances where we may be



required to use and disclose information without your consent. For example, but not limited to: Information you and/or your child or children report about physical or sexual abuse: then by Illinois State Law, we are obligated to report this to the Department of Children and Family Services. If you provide information that informs us that you are in danger of harming yourself or others. Information to remind you of /or to reschedule appointments or treatment alternatives. Information shared with law enforcement if a crime is committed on our premises or against our staff or as required by law such as a subpoena or court order. Clinical records, psychotherapy notes and other disclosures require a separate signed release of information. You have a right to or will receive notification of a breach of any unsecured personal health information. You have a right to restrict any disclosure of personal health information where you have paid for services out-of-pocket and in full.

Signature(s) \_\_\_\_\_ Date \_\_\_\_\_

## CLIENT'S RIGHTS

**Right to request how we contact you.** It is our normal practice to communicate with you at your home address and daytime phone number you gave us when you scheduled your appointment. Sometimes we may leave a message on your voicemail. You have the right to request that our office communicate with you a different way. You have the right to decline appointment reminders.

**Right to release your medical records.** You may have consent in writing to release you records to others you have the right to revoke this authorization, in writing, at any time. However, a revocation is not valid to the extent that we acted in reliance on such authorization.

**Right to inspect and copy your medical records.** You have the right to inspect and obtain a copy of your information contained in our medical records. To request access to your billing or health information, contact the office manager. Under limited circumstances we may deny your request to inspect and copy. If you ask for a copy of any information, we may charge a fee for the costs of copying, mailing, and supplies.

**Right to add information or amend your medical records.** If you feel that information contained in your medical record is incorrect or incomplete, you may ask us to add information to amend the record. We will decide on your request within 60-90 days. Under certain circumstances, we may deny your request to add or amend information. If we deny your request, you have the right to file a statement that you disagree. Your statement and our response will be added to your record. To request an amendment, you may contact the office manager. We will require you to submit your request in writing and to provide an explanation concerning the reason for you request.

**Right to an accounting disclosures.** You may request an accounting of any disclosure, if any, we have made related to your medical information, except an information we used for treatment, payment, or health care operation purpose or that we share with your family, or information you have use specific consent to release. It also excludes information we were required to release.

**Right to request restrictions on uses and disclosure of your health information.** You have the right to ask us for restrictions on certain uses and disclosure of your health information. This request must be in writing and submitted to the office manager. However, we are not required to agree to such a request.

**Right to complain.** If you believe your privacy rights have been violated, please contact us personally, and discuss your concerns. If you are not satisfied with the outcome, you may file a written complaint with the



US department of Health and Human Services. And individual will not be retaliated against for filing such a complaint.

**Right to receive changes in policy.** You have the right to receive any future policy changes secondary to changes in state and federal laws. This can be obtained from the office manager.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

## INFORMED CONSENT FOR IN-PERSON SERVICES DURING COVID-19 PUBLIC HEALTH CRISIS

This document contains important information about our decision (yours and mine) to resume in-person services in light of the COVID-19 public health crisis. Please read this carefully and let me know if you have any questions. When you sign this document, it will be an official agreement between us.

### Decision to Meet Face-to-Face

We have agreed to meet in person for some or all future sessions. If there is a resurgence of the pandemic or if other health concerns arise, however, I may require that we meet via telehealth. If you have concerns about meeting through telehealth, we will talk about it first and try to address any issues. You understand that, if I believe it is necessary, I may determine that we return to telehealth for everyone's well-being.

If you decide at any time that you would feel safer staying with, or returning to, telehealth services, I will respect that decision, as long as it is feasible and clinically appropriate. Reimbursement for telehealth services, however, is also determined by the insurance companies and applicable law, so that is an issue we may also need to discuss.

### Risks of Opting for In-Person Services

You understand that by coming to the office, you are assuming the risk of exposure to the coronavirus (or other public health risk). This risk may increase if you travel by public transportation, cab, or ridesharing service.

### Your Responsibility to Minimize Your Exposure

To obtain services in person, you agree to take certain precautions which will help keep everyone (you, me, and our families, [my other staff] and other patients) safer from exposure, sickness and possible death. If you do not adhere to these safeguards, it may result in our starting / returning to a telehealth arrangement. Initial each to indicate that you understand and agree to these actions:

- You will only keep your in-person appointment if you are symptom free. \_\_\_\_
- You will not come in office for a session for at least 2 weeks after being on an airplane, traveling to another state, or being around someone else who has traveled out of the state. \_\_\_\_\_
- You will take your temperature before coming to each appointment. If it is elevated (100 Fahrenheit or more), or if you have other symptoms of the coronavirus, you agree to cancel the appointment or proceed using telehealth, Zoom. If you wish to cancel for this reason, I won't charge you our normal cancellation fee as long as the session is switched to Zoom. \_\_\_\_





- You will wait in your car or outside until no earlier than 10 minutes before our appointment time. \_\_\_\_
- You will wash your hands or use alcohol-based hand sanitizer when you enter the MindOasis. \_\_\_\_
- You will adhere to the safe distancing precautions we have set up in the waiting room and testing/therapy room. For example, you won't move chairs or sit where we have signs asking you not to sit. \_\_\_\_
- You will wear a mask in all areas of the office. \_\_\_\_
- You will keep a distance of 6 feet and there will be no physical contact (e.g. no hugging) with me. \_\_\_\_
- You will try not to touch your face or eyes with your hands. If you do, you will immediately wash or sanitize your hands. \_\_\_\_
- Please do not bring anyone to the office except for yourself. If you are brought by someone else, they need to stay in their vehicle during the session and if they need to come in a mask is required. \_\_\_\_
- You will take steps between appointments to minimize your exposure to COVID. \_\_\_\_
- If you have a job that exposes you to other people who are infected, you will immediately let me know. \_\_\_\_
- If your commute or other responsibilities or activities put you in close contact with others (beyond your family), you will let me know. \_\_\_\_
- If a resident of your home tests positive for the infection, you will immediately let me know and we will then [begin] resume treatment via telehealth. \_\_\_\_
- If you think you are simply having an allergy flare up or a cold please notify me and switch your appointment to telehealth. \_\_\_\_

I may change the above precautions if additional local, state or federal orders or guidelines are published. If that happens, we will talk about any necessary changes.

### **My Commitment to Minimize Exposure**

My practice has taken steps to reduce the risk of spreading the coronavirus within the office and we have posted our efforts on our website and in the office. Please let me know if you have questions about these efforts.

### **If You or I Are Sick**

You understand that I am committed to keeping you, me, and all of our families safe from the spread of this virus. If you show up for an appointment and I believe that you have a fever or other symptoms, or believe you have been exposed, I will have to require you to leave the office immediately. We can follow up with services by telehealth as appropriate. If I test positive for the coronavirus, I will notify you so that you can take appropriate precautions.

### **Your Confidentiality in the Case of Infection**

If you have tested positive for the coronavirus, I may be required to notify local health authorities that you have been in the office. If I have to report this, I will only provide the minimum information necessary for their data collection and will not go into any details about the reason(s) for our visits. By signing this form, you are agreeing that I may do so without an additional signed release.

### **Informed Consent**



This agreement supplements the general informed consent/business agreement that we agreed to at the start of our work together.

Your signature below shows that you agree to these terms and conditions.

\_\_\_\_\_  
Patient/Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Counselor

\_\_\_\_\_  
Date

### TELEHEALTH AGREEMENT

Telemental Health Informed Consent I, \_\_\_\_\_, hereby consent to participate in telemental health with,

\_\_\_\_\_, as part of my psychotherapy. I understand that telemental health is the practice of delivering clinical health care services via technology assisted media or other electronic means between a practitioner and a client who are located in two different locations. I understand the following with respect to telemental health: 1) I understand that I have the right to withdraw consent at any time without affecting my right to future care, services, or program benefits to which I would otherwise be entitled. 2) I understand that there are risks, benefits, and consequences associated with telemental health, including but not limited to, disruption of transmission by technology failures, interruption and/or breaches of confidentiality by unauthorized persons, and/or limited ability to respond to emergencies. 3) I understand that there will be no recording of any of the online sessions by either party. All information disclosed within sessions and written records pertaining to those sessions are confidential and may not be disclosed to anyone without written authorization, except where the disclosure is permitted and/or required by law. 4) I understand that the privacy laws that protect the confidentiality of my protected health information (PHI) also apply to telemental health unless an exception to confidentiality applies (i.e. mandatory reporting of child, elder, or vulnerable adult abuse; danger to self or others; I raise mental/emotional health as an issue in a legal proceeding). 5) I understand that if I am having suicidal or homicidal thoughts, actively experiencing psychotic symptoms or experiencing a mental health crisis that cannot be resolved remotely, it may be determined that telemental health services are not appropriate and a higher level of care is required. 6) I understand that during a telemental health session, we could encounter technical difficulties resulting in service interruptions. If this occurs, end and restart the session. If we are unable to reconnect within ten minutes, please call me at \_\_\_\_\_ to discuss since we may have to re-schedule. 7) I understand that my therapist may need to contact my emergency contact and/or appropriate authorities in case of an emergency. Emergency Protocols I need to know your location in case of an emergency. You agree to inform me of the address where you are at the beginning of each session. I also need a



contact person who I may contact on your behalf in a life- threatening emergency only. This person will only be contacted to go to your location or take you to the hospital in the event of an emergency. In case of an emergency, my location is:

\_\_\_\_\_ and my emergency contact person's name,  
address, phone: \_\_\_\_\_

\_\_\_\_\_ I  
have read the information provided above and discussed it with my therapist. I understand the information contained in this form and all of my questions have been answered to my satisfaction.

Signature of client/parent/legal guardian \_\_\_\_\_

Date \_\_\_\_\_

Signature of therapist Date \_\_\_\_\_

