



Welcome to Ponderosa Counseling Center!

It takes a lot of courage to seek help for emotional pain, worries, sadness, behavioral problems, and other mental health concerns. We are honored that you have come to us for treatment.

How to Contact Us

Ponderosa Counseling Phone: 720-542-3487 *option 2: refills option 1: everything else*

Please leave a message on our main line and we will get back to you during our regular business hours. If you do not hear from us within 24 hours, please call again.

Melissa: Melissa, our nurse, is available M-F 9am-3pm to help with communication, scheduling, refills, and general questions. You may call, text or email.

Cell: 720-317-8408 Email: info@ponderosacounseling.com

Communication with your Provider: Since your provider is with patients during business hours, she will respond to calls and emails within reasonable limits. Emails are not checked daily and should be used for non-urgent communication. Please contact our office for the quickest response.

Laurie's Email: laurie@ponderosacounseling.com

KC's Email: kathryn_cullen@hotmail.com

Khatera's Email: khatera@ponderosacounseling.com

Deb's Email: deb@ponderosacounseling.com

Resources for Emergencies or Crisis

Suicide and Crisis Lifeline: Call 988 to connect to the nationwide Suicide and Crisis Lifeline which provides 24/7, confidential support to people in suicidal crisis or mental health-related distress.

Colorado Crisis Line: 1-844-493-8255 The crisis line is available 24 hours a day 365 days a year.

Emergencies: Call 911 if you believe you are having an emergency.

Refills

To request refills, leave a message on our refill line #720-542-3487, opt 2. Please allow 72 hours.

Please contact us to request refills. We do not respond refill requests from pharmacies.

Physical Health

We encourage you to see your primary care physician (PCP) for any physical health conditions. We strive to coordinate with your PCP or other health care providers with your permission and a signed release of information.

Here are some areas of health that we will ask for your participation and commitment:

- Nutrition. "Food is Medicine". Your health is directly related to the food and fluids you eat. We will assess your diet and may recommend vitamins or nutritional supplements as part of your treatment.
- Physical Activity. Research shows that physical activity such as regular walking can improve mental health. Physical activity and exercise are not the same thing, yet both are beneficial. Physical activity includes work, household or leisure activities. Exercise is a planned, structured and repetitive movement done for fitness goals.
- Sleep. Many new patients come to us with some type of sleep problem. We will be working with you to improve your sleep and energy level.
- Substance Use. We ask for honesty with regards to any substance use. Treatment may not be effective and could be harmful if we don't know about alcohol, marijuana, or other drug use.



Appointments

Follow-up appointments are typically every three months. Quarterly appointments are required for patients under the age of 18 and/or patients who take stimulants. Frequency of appointments can be discussed with your provider.

Insurance

We are private practitioners and are not contracted with any insurance panels. We do not accept nor bill insurance companies. Upon request we can provide you with a service invoice/receipt (sometimes referred to as a “superbill”) which you can submit to your insurance company. Many insurance plans reimburse you for some portion of psychotherapy and medication management. Please direct your questions about reimbursement amounts and timelines to your insurance company. You may find more information on our website under the *rates* tab.

Professional Fees

You are expected to pay for each session on the day of your appointment. If you are experiencing a financial hardship, please let us know and we’ll work out a fee agreement.

- 1.) Established patient appointments (remote, phone, or in person) are billed at the following rates:
 - \$150 for a 25-minute individual medication management appointment.
 - \$200 for a 55-minute appointment. 55-minute appointments include re-evaluation, individual therapy/medication management, family therapy, post-hospitalization, Genomind interpretation, and others as deemed necessary.
 - \$250 for “back-to-back” medication management for siblings/family members (55 minutes).
- 2.) There is a \$30 fee for letters written by your provider.
- 3.) You will be expected to pay the full fee if you miss an appointment without canceling at least 24 business hours prior to your scheduled appointment.
- 4.) Court proceedings are billed at \$400 per hour, this includes preparation for court testimony.

PDMP

The Colorado Prescription Drug Monitoring Program (PDMP) is a powerful tool to help reduce prescription drug misuse, abuse, and diversion: helping providers to make more informed decisions when considering prescribing or dispensing a controlled substance to our patients. Pharmacies upload prescription data every regular business day for controlled medications listed in Schedules II to V that are dispensed to Colorado patients. Controlled medications include stimulants, benzodiazepines, pain medication, and some sleeping medication. Prescribers are legally required to check the PDMP prior to prescribing certain medications.

It is our privilege to be your psychiatric providers,

Laurie Reeder, PMHNP-BC, RXN

KC Cullen, PMHNP-BC, RXN

Deb Collins, PMHNP-BC, RXN

Khatera Jahan, FNP-C, PMHNP-BC, RXN