

Client Name:

DOB:

Medicaid ID#

GRACE C. MAE ADVOCATE CENTER**CLIENT REGISTRATION FORMS**

Date: _____

| | | | | |
|-----------------------------------|--------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Clients Full Legal Name | | Marital status check one Single Married Separated Divorced Widowed | | Social security number |
| Is this your legal name Yes No | Preferred name and/or pronoun: | | Birth sex Male Female Gender check one Male Female Non-binary Prefer not to say | DOB: Age: |
| Home Address | | PO Box | County | Phone# |
| Email Address | | Occupation | Employer | Employment status Full Time Part time Retired Unemployed |
| School Attends | | DHS Worker | | Court officer/Probation |

Complete the following information if the client is under age 18

| | | | |
|-------------------------------------------------------------------------------------|----------------|------------------------------------------|------------------------------------|
| Parent Check one Lives with Yes No | Full Name | Street Address (if different from child) | Cell # Home # Work # |
| | Email Address | | |
| | | | |
| Parent check one Lives with Yes No | Full Name | Street Address (if different from child) | Cell # Home # Work # |
| | Email Address: | | |
| | | | |
| Current Placement check one Relative Foster Residential Other | Full Name | Street Address (if different from child) | Cell # Home # Work # |
| | Email Address: | | |
| | | | |

Important: If anyone other than a parent is signing this form (i.e. a guardian), he or she must produce a signed affidavit/court order from the Court authorizing him or her to sign on behalf of the client. A copy of this affidavit/court order must be kept in the client's file.

How did you hear about us? Website Doctor or other professional GCMAC Employee School Counselor/staff A friend
Other _____

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INSURANCE INFORMATION

Please give your insurance card and photo ID to the receptionist to be copied

| PRIMARY PRIVATE INSURANCE | | | | |
|------------------------------------------------------------------------------------------------------------|-----------|---------------------------------|------------------------------------------------------------|---------------------|
| Policy holder name | | DOB | Street Address (if different from client) | Phone # |
| Policy holders Social Security Number: | Employer: | Is client covered: Yes No | Insurance Company Name | Policy # Group# |
| Clients relationship to policy holder: check one Self Spouse Child Other _____ Effective Date: | | | | |
| Policy Holder Email: | | | | |
| MEDICAID/ HAWK-I/ MEDICARE INSURANCE | | | | |
| Effective Date: _____ | | | | |
| Check policy type | | | Check MCO | |
| HAWK- I MEDICAID MEDICARE PART B | | | AMERIGROUP IOWA TOTALCARE MOLINA No MCO/IME | |
| Name as it appears on the card | | DOB | Medicaid ID # | Medicare Part B ID# |
| SECONDARY PRIVATE INSURANCE | | | | |
| Policy holder name: | | DOB: | Street Address (if different from client) | Phone #: |
| Policy holders Social Security Number: | Employer: | Is client covered: Yes No | Insurance Company Name | Policy # Group# |
| Clients relationship to policy holder: mark one Self Spouse Child Other _____ Effective Date: | | | | |
| Policy Holder Email: | | | | |

The above information is true to the best of my knowledge. I authorize my insurance benefits be paid directly to Grace C. Mae Advocate Center, Inc. I understand that I am financially responsible for any balance. I also authorize Grace C. Mae Advocate Center, Inc. to release any information required to process my insurance claims. (See Payment Policy).

Indicate your preference for appointment reminders:

Phone call to: _____ Is it okay to leave a message? YES NO

Text to: _____ Or same # listed on front of form YES NO

Email to: _____ Or same email listed on front of form YES NO

Appointment reminders are generated from our Cedar Rapids office location, please attend your session at your local GCMAC office.

TEXTS ARE FOR APPOINTMENT INFORMATION ONLY.

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Consent for Treatment

By signing this form, I hereby give my consent for evaluation/treatment to be administered to the client listed above by the employees of Grace C. Mae Advocate Center, Inc, with or without my presence. I understand that if I do not revoke my *Consent for Treatment*, it will expire automatically one year from the date of signature.

Receipt or GCMAC Client Handbook

By signing this form, I am acknowledging that I have been given a hard copy access to a copy of the GCMAC Client Handbook containing the information regarding policies and practices of the Grace C. Mae Advocate Center. The handbook includes but is not limited to; policies about my rights and responsibilities as a client, the therapist role/ therapy process for children, suspected child abuse, dependent adult abuse reporting, client grievance procedures, notice of privacy practices and client rights, DHS and court involvement policy, release of records and progress notes and electronic communication guidelines, attendance expectations, illness policy and more. The client handbook is available for viewing on the Grace C. Mae Advocate Center website at gracecmae.org.

Cancellation and Attendance Policy

We require a 24 hour notice for all cancellations. Appointments canceled with less than a 24 hour notice are considered a late cancel. If you late cancel or no-show more than two times in a three month period, you will be placed on a same day call in scheduling basis. If you cancel multiple family members who are scheduled on the same day, this may affect your ability to schedule more than one family member per day.

Clients should arrive on time for scheduled appointments. If you arrive more than 10 minutes late, you may be asked to reschedule your appointment. If you are still able to be seen, your session will still end at the originally scheduled end time.

Video Consent/ Training

GCMAC is a learning agency that offers internships to qualified students who will be working in this field GCMAC uses video monitoring for clinical supervision and learning purposes for both students and staff. Supervision is done through observation of the client session, video recording and clinical consultation in individual and/or group settings. The purpose of the videos are to observe the therapist, not the client. Videos are erased and not stored after being viewed by the supervisor. By initialing this section, I am acknowledging that GCMAC is permitted to video tape my therapy session. (You may decline) **Initial Here _____ Decline Here ☐**

I give permission for intern students and or staff in training to sit in during my therapy sessions. **Initial Here _____ Decline Here ☐**
I can withdraw my permission at any time, if not this permission is good for one year from the date this form is initialed and signed.

Client/Parent/Guardian Signature _____ Date _____ Relationship to Client _____

Staff Signature _____ Date _____

Client Name:

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PLEASE CAREFULLY READ THE FOLLOWING AND SIGN BELOW

OFFICE PAYMENT POLICY

You will receive a copy of this form in the GCMAC handbook and/or online at gracecmoe.org

You are financially responsible for all charges and for knowing and understanding policies and benefits of your insurance coverage including co-payment/deductible, covered benefits, and prior authorizations procedures.

Insurance: We participate in most insurance plans and Medicaid. It is your responsibility to contact your insurance provider regarding what your policy covers for mental health services.

Co-payments, Deductibles: All co-payments and deductibles **must be paid at the time of service**, unless prior arrangements have been made with our billing office. Payments can be made by cash, check, Debit card, Flex cards, Health Savings account and Visa/MasterCard. Please note there is a \$30 service charge on all returned checks.

Proof of insurance: Clients are required to provide a valid photo ID and current insurance card at their initial session and whenever insurance coverage changes. If you fail to provide us with correct insurance information in a timely manner, you will be responsible for the balance of any outstanding claims.

Claims submission: We will submit your claims and assist you in any way we reasonably can to help get your claims paid. At times your insurance company may request information from you directly- it is your responsibility to comply with their requests. Please note that it may take 3-4 weeks after your session for our billing office to receive the Explanation of Benefits (EOB) from your insurance provider that shows the amount you are responsible to pay.

Coverage changes: If your insurance changes, please notify us before your next visit so we can make the appropriate changes in your chart. We will require you to provide us with the new insurance card, effective date and all updated information.

Lapse of coverage: If your insurance coverage ends or lapses, you will be expected to pay minimum of \$50 per session until insurance is reinstated, unless prior authorization is obtained by our billing specialist. Services will be suspended without on-going payment arrangements. If these services are later covered by insurance, GCMAC will issue a full refund within 10 days of payments received on account.

Billing: You will receive a monthly statement from our billing company. Charges on your account depend on the length of time it takes for some insurance companies to send out the EOB. Please pay your amount due promptly. If your account is over 30 days past due, you will receive a letter stating that you have 10 days to make payment arrangements or pay in full. Please be aware that if your balance remains unpaid and you fail to set up a payment plan, we may refer you to a collection agency and subsequently discharge you/your child from our care.

The party who signs the payment policy document is the person who is responsible, regardless of any other financial or legal arrangements. It is the responsibility of the signing party to obtain additional signatures when needed for sharing or accepting financial responsibility. In the event of a court order or custodial decree, the parent or guardian enrolling a child into services is financially responsible for all account balances. Should the other parent or guardian be required to pay a portion or all of the account balance, then the enrolling parent/guardian should seek reimbursement from that other parent/guardian.

I authorize the release of any information necessary to determine liability for payment and to obtain reimbursement on any claim or obtain authorization for treatment/medications from insurance.

I request that payment of authorized benefits be made on my behalf. I assign the benefits payable to which I am entitled including Medicare, Medicaid, private insurance and other health plans to the Grace C. Mae Advocate Center. This assignment will remain in effect until revoked by me in writing. A photocopy of this assignment is to be considered as valid as an original. **TO MY KNOWLEDGE ALL INFORMATION ON THIS FORM IS CORRECT. I AGREE TO THE ASSIGNMENT AND FINANCIAL RESPONSIBILITIES SHOWN ON THIS FORM.**

Client/Parent/Guardian Signature (Will be updated yearly)

Date

Staff Witness

Date

Client Name:

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TELEMEDICINE INFORMED CONSENT

I hereby consent to engage in telemedicine (e.g., internet or telephone-based therapy) at the Grace C. Mae Advocate Center as the main venue for my psychotherapy treatment. I understand that telemedicine includes the practice of health care delivery, including mental health care delivery, diagnosis, consultation, treatment, transfer of medical data, and education using interactive audio, video, and/or data communications. I understand that telemedicine also involves the communication of my medical/mental health information, both orally and visually, to other health care practitioners.

I understand that I have the following rights with respect to telemedicine:

- (1) We have the right to withhold or withdraw consent at any time without affecting my right to future care or treatment nor risking the loss or withdrawal of any program benefits to which we would otherwise be entitled.
- (2) The laws that protect the confidentiality of my medical information also apply to telemedicine. As such, I understand that the information disclosed by me during the course of my therapy is generally confidential. However, there are both mandatory and permissive exceptions to confidentiality including, but not limited to: reporting child, elder and dependent adult abuse; expressed threats of violence towards an ascertainable victim; and where I make my mental or emotional state an issue in a legal proceeding. (See also Office Policies and HIPPA Notice of Privacy Practices forms, provided to me, for more details of confidentiality and other issues.)

I also understand that the dissemination of any personally identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without my written consent.

- (3) We understand that there are risks and consequences from telemedicine. These may include, but are not limited to, the possibility, despite reasonable efforts on the part of my psychotherapist, that: the transmission of my medical information could be disrupted or distorted by technical failures; the transmission of my medical information could be interrupted by unauthorized persons; the electronic storage of my medical information could be accessed by unauthorized persons and/or misunderstandings can more easily occur, especially when care is delivered in an asynchronous manner. In addition, we understand that telemedicine based services and care may not yield the same results nor be as complete as face-to-face service. I also understand that if my psychotherapist believes I would be better served by another form of psychotherapeutic service (e.g. face-to-face service), I will be referred to a psychotherapist in my area who can provide such service. Finally, I understand that there are potential risks and benefits associated with any form of psychotherapy, and that despite my efforts and the efforts of my psychotherapist, my condition may not improve and in some cases may even get worse.
- (4) I understand that I may benefit from telemedicine, but the results cannot be guaranteed or assured. The benefits of telemedicine may include, but are not limited to: finding a greater ability to express thoughts and emotions; transportation and travel difficulties are avoided; time constraints are minimized; and there may be a greater opportunity to prepare in advance for therapy sessions.
- (5) I understand that I have the right to access my medical information and copies of medical records in accordance with Iowa law, that these services may not be covered by insurance and that if there is intentional misrepresentation, therapy will be terminated.

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- (6) I understand that I am responsible for any out-of-pocket expenses not covered by insurance for teletherapy services. Failure to pay these expenses may and can result in termination of teletherapy services and referral to the patient accounts department for collection purposes, which will include additional fees. Payment is expected at the time of service and can be paid with a credit or debit card.

I understand that neither the therapist nor the client will record any teletherapy sessions.

Telehealth Crisis Plan

In case of an emergency or escalating crisis due to the status of my mental health, I understand my therapist may need to contact my designated crisis support system. Releases of information are on file with my signature and consent to contact these supports. However, in addition, I may need emergency personnel to be called in the event that I am escalating to imminent risk. Although this is a rare situation, legal statutes and ethical guidelines prohibit teletherapy from occurring without having a written crisis plan, and to have my location and phone numbers reviewed at the beginning of each teletherapy session.

My emergency contact support person is:

_____ Phone: _____

My local non-emergency service number is:

(Therapist cannot call 911 from the originating location)

_____ Phone: _____

I have read and understand the information provided above, which has also been explained to me verbally. I have discussed it with my psychotherapist, and all of our questions have been answered to our satisfaction.

Client signature:

_____ Date: _____

Client Name:

DOB:

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AUTHORIZATION TO OBTAIN, DISCLOSE AND EXCHANGE PROTECTED HEALTH INFORMATION

AUTHORIZATION-The undersigned hereby authorizes the name/agency listed to Obtain From, Disclose To, and Exchange with, protected health information either orally or in writing to Grace C Mae Advocate Center, Inc.

Primary Care Physician and Clinic

Clinic location: **City:** _____ **Phone:** _____

- A. Any and all information, EXCEPT substance abuse (drugs and alcohol), mental health, and AIDS-related information, must be specifically authorized in Section E to be disclosed: OR ONLY the following information (check only if applicable)

Check one(s) that applies:

- | | |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Summaries and notes of participation in treatment | <input type="checkbox"/> Evaluations and Recommendations |
| <input type="checkbox"/> Psychological and psychiatric testing & evaluation results | <input type="checkbox"/> Treatment Plan, Progress & Discharge reports |
| <input type="checkbox"/> Information relating to medical history | <input type="checkbox"/> Information relating to social history |

Other information: Care Coordination and medical updates

- B. PURPOSE-The purpose for this disclosure is to facilitate effective treatment service coordination. A photocopy or exact reproduction of this Authorization shall have the same effect as the original.

- C. SPECIFIC AUTHORIZATION FOR DISCLOSURE OF HEALTH INFORMATION PROTECTED BY STATE AND FEDERAL LAW

I acknowledge that information to be disclosed may include material that is protected by Federal and/or State law applicable to substance abuse, mental health and AIDS.

- ☐ Substance abuse (drug or alcohol) information
☒ Mental Health information
☐ AIDS-related information

- D. Furthermore, I SPECIFICALLY AUTHORIZE disclosure of protected health information to all persons referred to in the authorization. The undersigned has a right to inspect the disclosed information and information being obtained from, disclosed to, and/or exchanged with at any time. This authorization shall be in effect for 12 months (or _____ months) from the date it is signed, or if applicable, until the date of the final disposition of the conditional release or other court action in connection with which this consent is given {42 CFR 2.35 J(c)}. Also, the undersigned understands he/she may revoke this authorization at any time, except to the extent that action has already been taken in reliance upon, and by giving written notice to Grace C Mae Advocate Center, Inc.

- E. I hereby authorize disclosure of protected health information as indicated above and acknowledge that I may receive a copy of this document upon request.

Client/Parent/ Legal Guardian Signature

Date

Relationship to Client

Staff Signature

Date

I understand that initialing here: _____ constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

Client Name:

DOB:

Medicaid ID#

AUTHORIZATION TO OBTAIN, DISCLOSE AND EXCHANGE PROTECTED HEALTH INFORMATION

AUTHORIZATION—The undersigned hereby authorizes the name/agency listed to Obtain From, Disclose To, and Exchange with, protected health information either orally or in writing to Grace C Mae Advocate Center, Inc.

Emergency Contact _____ **Relationship** _____

Address _____ **Phone:** _____

- A. Any and all information, EXCEPT substance abuse (drugs and alcohol), mental health, and AIDS-related information, must be specifically authorized in Section E to be disclosed: OR ONLY the following information (check only if applicable)

Check one(s) that applies:

- | | |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Summaries and notes of participation in treatment | <input type="checkbox"/> Evaluations and Recommendations |
| <input type="checkbox"/> Psychological and psychiatric testing & evaluation results | <input type="checkbox"/> Treatment Plan, Progress & Discharge reports |
| <input type="checkbox"/> Information relating to medical history | <input type="checkbox"/> Information relating to social history |

Other information: Care coordination and Emergency situation information

- B. PURPOSE—The purpose for this disclosure is to facilitate effective treatment service coordination. A photocopy or exact reproduction of this Authorization shall have the same effect as the original.

- C. SPECIFIC AUTHORIZATION FOR DISCLOSURE OF HEALTH INFORMATION PROTECTED BY STATE AND FEDERAL LAW

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- ☐ Substance abuse (drug or alcohol) information
☒ Mental Health information
☐ AIDS-related information

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- E. I hereby authorize disclosure of protected health information as indicated above and acknowledge that I may receive a copy of this document upon request.

Client/Parent/ Legal Guardian Signature **Date** **Relationship to Client**

Staff Signature **Date**

I understand that initialing here: _____ constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

Client Credit Card Authorization:

In an effort to better serve you, and simplify the billing experience, our company offers credit card acceptance for your convenience.

Please Initial

_____ I authorize Grace C Mae Advocate Center to charge my credit card for the co-pay each session with provider.

Please Initial

_____ I authorize Grace C Mae Advocate Center to charge my credit card for balance at the time of session with the provider.

Please Initial

_____ Being the authorized cardholder, by signing below I understand and agree to the terms set forth in this agreement, agree to pay, and specifically authorize Grace C Mae to charge my credit card for the services provided. I further agree that in the event my credit card becomes invalid, I will provide a new valid credit card upon request to be charged for the payment of any outstanding balances owed.

Credit Card Information:

Card number: _____

Expiration Date: _____

Security Code: _____

Signature of Card Holder: _____ Date: _____

Client Name: _____

Party Responsible for Billing. Name and Address:

The Undersigned guarantees performance of the financial provisions of the agreement.

Card Holder Name: _____

_____ Date: _____

Signature of Cardholder

_____ Date: _____

Signature of Grace C Mae Advocate Center Staff

I understand that initialing here: _____ constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.