

# Women's Mental Health Associates and Health Psychology Solutions

## Informed Consent, Office Information and Policies, Fees, and Payment Options

### Practice Information

Helen L. Coons, PhD, ABPP

Clinical Psychologist and Board-Certified Clinical Health Psychologist

Licensed Psychologist in Colorado and Pennsylvania

APIT – Authority to Practice Interjurisdictional Telepsychology

Patient Appointments: 215-370-2342

### Office Mailing Information

410 Acoma Street, Unit 305

Denver, Colorado 80204

### Purpose

Welcome to Women's Mental Health Associates and Health Psychology Solutions and my clinical psychology practice. The purpose of this informed consent document is to outline information about my professional services, confidentiality, practice policies, fees, and payment options as well as your rights and responsibilities as an individual, couple or family seen for a consultation, psychoeducation, treatment, or a workshop. Please read it carefully and note questions you might have so that we can discuss them during our appointment. When you sign this document, it will represent an agreement between us.

### Psychological Services

Dr. Coons strives to work collaboratively with individuals, couples and families as well as referring health care providers and other professionals to address your personal consultation or treatment goals. As the patient, you are an active participant in your consultation or treatment. You are entitled to discuss any of the approaches to consultation, psychoeducation, evaluation and therapy, the techniques used, estimated duration of treatment and costs (if known), and the fee structure with me at any time.

Women's Mental Health Associates and Health Psychology Solutions provides a range of service such as consultation, psychoeducation, formal evaluations, individual, couples, family, and group psychotherapy as well as workshops on a range of topics. There are many different approaches to address your concerns and treatment goals.

Psychological consultation, psychoeducation, evaluation, and treatment can have benefits and risks. Because services often involve discussing challenging or upsetting aspects of your life, you may experience uncomfortable feelings. On the other hand, psychoeducation and psychotherapy also have benefits such as improved physical and mental health outcomes, more effective communication and satisfying relationships, empowered decision making and coping, solutions to specific problems, significant reductions in feelings of distress, improved self-esteem and increased feeling of resilience and well-being. But there are no guarantees as to what you will experience. If treatment is not helpful to you, we will discuss changes in our approach to your concerns and/or referrals to other clinical providers.

During the initial evaluation and treatment planning, we will review your concerns, treatment needs and

preferences. In addition, you will typically be asked to complete short objective measures related to your consultation or treatment needs. If you continue in therapy, you will be invited to complete the measures again prior to additional sessions so that we can collaboratively track your progress with your goals.

You are welcome to ask questions about my consultation, recommendations, treatment procedures or educational material whenever they arise. You are also welcome to meet with another mental health professional for a second opinion.

### **Length of Services**

Consultations are typically 90 minutes while initial evaluations are 60 minutes and psychotherapy sessions are usually 45 minutes, although some patients appreciate 30-minute options as well. Session frequency depends on your treatment needs and progress. Some individuals and couples want to meet weekly, while others schedule sessions as needed. Workshops range from 60-90 minutes depending on the topic and may include one to six sessions.

### **Contact and Scheduling Consultations and Appointments**

If you need to schedule or change an appointment, please call the Women's Mental Health Associates or Health Psychology office at 215-370-2342. If you would like to speak with me between appointments about a personal matter, please call 215-370-2342. If I do not answer, kindly leave a message stating your telephone number twice. Calls are usually returned within one business day. If you have not heard back from me in 24 hours, please call again since many messages left using a cell phone are dropped.

### **Emergency Procedures**

In case of a life-threatening emergency, or if you are experiencing a crisis and need immediate assistance, call 911, the US Mental Health Crisis Line at 988 or 911, or the Colorado Crisis Line at 844-493-8255 or proceed to your nearest hospital emergency department. If you need support but it is not an emergency during non-business hours, you may reach Dr. Coons on her office line at 215-370-2342. Please do not text or email messages with personal or emergency concerns. These messages are not confidential, and Dr. Coons is more readily available through her office line.

### **Health Insurance Coverage and Reimbursement**

Women's Mental Health Associates and Health Psychology Solutions provides a range of consultation, psychoeducation, evaluation, and treatment services not all of which are reimbursed by your health insurance plan. In addition, Women's Mental Health Associates and Health Psychology Solutions only participates in a few health insurance plans. Please speak with Dr. Coons about which psychological services are reimbursed by insurance payors and if she is a provider under your insurance plan.

Prior to the initial consultation or evaluation, please contact **C and L Billing Management** at 303-280-6262 to register and provide your health insurance information. Please check with your health insurance company to see if Women's Mental Health Associates or Health Psychology Solutions accepts your insurance plan, and request information about your deductible, co-pay and co-insurance related to behavioral health care. **C and L Billing Management** will send a claim to your health insurance plan if Women's Mental Health Associates and Health Psychology is a participating provider. **C and L Billing Management** will also review your deductible, co-pay, and co-insurance with you and let you know the amount you may owe at each session. Payment may be made through Zelle, Venmo, credit cards, checks or cash and takes place at the start of each appointment.

## Self-Pay and Fee Schedule

If Women's Mental Health Associates or Health Psychology Solutions does not accept your health insurance or you wish to pay for your care yourself irrespective of your insurance plan, or **the service is not billable through your health insurance**, you will be asked to pay for the service. Self-pay fees are as follows and will assist with information used to provide Good Faith Estimates when a clinical provider does not participate in your insurance plan:

Psychoeducation Fertility Consultation:	\$ 400.00 per consultation - includes report
Initial Psychological Evaluation:	60 minutes - \$250.00 per consultation
Follow-up Appointments:	60 minutes - \$250.00 per session
	45 minutes - \$225.00 per session
	30 minutes - \$200.00 per session
Report or Letter Preparation	\$ 150 per report or letter
Form completion	\$ 150/hour
Legal matters	\$ 350/hour

The amount of \$225 per 45 minutes will be charged for other professional services you may need/request, prorated in 10-minute increments.

Women's Mental Health Associates and Health Psychology Solutions is also able to provide you with a statement of services you paid directly for, as needed.

## Late Payment Policy

You will be expected to pay for all psychological services at the time it is held unless we agree otherwise, or you have insurance coverage that requires another arrangement. If your account has not been paid for more than **60 days** and arrangements for payment have not been agreed upon, Women's Mental Health Associates and Health Psychology Solutions have the option of using legal means to secure the payment. This may involve hiring a collections agency or going to small claims court. If such legal action is necessary, its related costs will be included in the claim. In most collection situations, the only information released about a patient's treatment is their name, dates, times and nature of services and the amount due. To avoid possible additional fees, thank you for paying any balance in a timely fashion.

## Legal

If you become involved in legal proceedings that require my participation, you will be expected to pay for my professional consultation time that I spend on your legal matter, even if the request comes from another party. Professional services include both time and costs, any report, letter, and meeting preparation as well as transportation and parking fees. This includes if I am asked to meet with attorneys or other legal entities, sit for a deposition, testify, or partake in legal proceedings by another party. I charge \$ 350 per hour for legal and court preparation of any kind before, during or after a legal meeting or proceeding, transportation time to a legal meeting, proceeding, or court and for attendance at or participation in any legal meeting, proceedings or waiting for a deposition or trial.

## **Cancellations and Missed Appointments**

If you are unable to keep a scheduled appointment, please notify Dr. Coons by phone at 215-370-2342, **24 hours or more in advance to cancel or reschedule**. If you are unable to give 24 hours notice, please call as soon as you know you will have to cancel your appointment. The cancellation charges are as follows:

- Cancellations/Reschedules made 24 hours or more in advance: No Charge.
- Late cancellations/reschedules made less than 24 hours in advance but before the appointment time: Full session fee will be charged. Please note that Women's Mental Health Associates or Health Psychology Solutions cannot bill your insurance company for appointments cancelled with less than 24-hour notice. You will be billed directly for late cancels.
- No Call, No Show for the appointment, or calling after the appointment has already been missed: Full fee for the missed session will be charged.
- Exceptions will be at the discretion of Dr. Coons after speaking with you about the late cancellation or missed appointment.

## **Texting and Emails**

You will be asked to review the separate **Women's Mental Health Associates and Health Psychology Solutions Electronic Communications Policy**. Routine emails and text messages are not secure or confidential. Dr. Coons will email you registration, required consent forms and other documents only with your consent. Most clinical documents will be forwarded to you through a secure electronic medical record portal. Please call 215-370-2342 with questions or to cancel and reschedule appointments.

## **Confidentiality**

In general, the privacy of all communications between a patient and a psychologist is protected by law, and I can only release information about our work to others with your written permission. But there are a few exceptions that you should be aware of. You are welcome to ask questions about the confidential nature of services and exceptions as follows:

- In most legal proceedings, you have the right to prevent me from providing any information about your treatment. In some legal proceedings, however, a judge may order my testimony if they determine the issues demand it, and I must comply with that court order.
- I am legally obligated to take action to protect others from harm, even if I must reveal some information about a patient's treatment. For example, if I believe that a child, elderly person, or disabled person is being abused or has been abused, I must make a report to the appropriate state agency.
- If I believe that a patient is at imminent risk of harming themselves or others, I am required to take protective actions.
- If Women's Mental Health Associates and Health Psychology Solutions participates in your insurance plan and you would like C and L Billing Management to submit a claim for reimbursement, I will need to provide a diagnostic code associated with the clinical services provided to you.
- If you request that Women's Mental Health Associates or Health Psychology Solutions complete forms for insurance reimbursement, disability and other claims, service animals, or other accommodations, I will need to provide a diagnostic code associated with clinical services provided to you.

**Consent**

I have read the information above, it has also been provided verbally, and I understand my rights as a patient or as the client's responsible party. I also received a copy of this form.

\_\_\_\_\_  
Patient's Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient's (or Responsible Party's) Signature

\_\_\_\_\_  
Partner's/Spouse's Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Partner's/Spouse's Signature

\_\_\_\_\_  
Helen L. Coons, Ph.D., ABPP Signature

\_\_\_\_\_  
Date