



## Policies

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**Appointments:** Psychotherapy appointments are scheduled for around 50 minutes. Brief and extended appointments are offered when necessary. If you find it necessary to cancel a scheduled appointment, we request 48 hours–notice in advance (unless due to circumstances beyond your control). We typically have a wait list and if you give us enough time, we can offer that slot to someone else.

**Cancellations:** We understand the life happens and for this reason, we will give you one free late cancel/no show per calendar year. If you need to cancel or change an appointment, be sure to give us at least 48 hour notice otherwise you will be charged the full fee for the appointment time reserved. Insurance companies will not pay this fee, so we urge you to give proper notice when canceling, for your benefit and ours. If you are unable to give 48–hour notice, call us as soon as possible. If we are able to fill your appointment on short notice, we may be able to waive the fee.

**Emergencies and After Hours:** If you or someone you love is experiencing a crisis, call 911 or go to the emergency room or call OSU Harding at 293–9600. In Franklin County you can also call Netcare Access at 276–2273; in Delaware County you can call 684–2324. Emergency messages should not be left on the voice mail system or emailed. If you are feeling suicidal, or that you might hurt someone else, do not hesitate to use one of the emergency resources immediately!

**Billing:** Payment is expected at the time of service for your portion of the co–pay, deductible, or payment in full if you are not using insurance for services provided. Your prompt payment allows us to keep our fees to you as low as possible. We bill your insurance company as a courtesy service to you, but it is your responsibility to make sure that your bill is paid in full to us. If you anticipate any problems in paying your bill, you

should discuss this with us as soon as possible to make a payment plan. Please note that there is a \$45 service charge for all returned checks. Also, balances older than 30 days may be subject to a 1.5%/month (18%/year) finance charge, and in cases of payment default, you will be charged for any collection fees we may incur, with a minimum of an additional \$25.00 fee. At the bottom of this form is a credit card authorization form that we require to be completed. No personal checks or cash will be accepted.

**Email:** Email is not a secure form of communication. You can use email to contact your therapist if that is something your therapist feels comfortable with; however, by choosing to do so you recognize the risk of your email or ours being compromised. The safest way to communicate is through the patient portal or calling the main number.

**Insurance:** Please note that it is your responsibility to know your benefits, and that it is your responsibility to pay us. We generally try to verify your insurance before you come in, but occasionally insurance companies give us erroneous information. When this happens, you agree that you are still ultimately responsible for payment in full to us. While we will do all that we can to assist you in filing your claims and seeing that proper payment is made, you are ultimately responsible for knowing your policy and for full payment of your bill. We strongly suggest that you verify your insurance benefits and know if you have any maximum eligible payments per therapy session or per year. Disputes with your insurance company are between you and them.

**Blueprint Assessments:** Columbus Behavioral Health has partnered with a company called Blueprint to provide you with the highest quality of care possible. Your therapist may use this digital service to assign assessments (a short series of questions) for you to complete between visits. Intervals vary. These assessments will allow your therapist to track your symptoms over time, giving them a better understanding of your emotional health and wellness. As of October 5, 2020, all new patients are automatically enrolled in Blueprint. You have the option to download the app or you may choose to receive texts of the assessments. There is no fee for enrollment nor to download the app. However, measuring your progress through Blueprint may be considered a billable service by your provider towards your insurance plan and as a result may result in additional co-payments, amounts applied to deductibles, and other amounts that may be deemed the responsibility of the patient as required by contract with the insurance plan and state regulations. Blueprint is a HIPAA-compliant mobile platform that helps you and your provider measure progress throughout treatment and make adjustments to treatment as needed. Blueprint respects the privacy of all users and will never sell any personally identifiable data. You own your data at all times and can always request your data and account to be deleted by sending an email to [support@blueprint-health.com](mailto:support@blueprint-health.com) with the subject of "Account Deletion." You can view Blueprint's privacy policy in detail at

[www.blueprint-health.com/privacy](http://www.blueprint-health.com/privacy).

**Confidentiality:** Everything that takes place in psychotherapy is confidential, and may not be released without your express written permission. There are two exceptions to this; if you become actively suicidal or are thinking of hurting someone else, and if you are involved in child or elder abuse. We are legally bound to protect you and the other parties, and confidentiality may have to be broken. If you have insurance that uses managed care, treatment information must be released to them in order for your insurance to pay for services rendered to you. We may ask you to sign a release of information form so that we may communicate with your other doctors, previous therapists, or family members. You have the right to refuse to sign these forms if you so choose. Also, confidentiality for minors as well as for couples and families should be discussed with your therapist. Finally, if we see you in public or on social media, we are prohibited from acknowledging you as doing so could be a violation of your confidentiality.

**Ethics and professional standards:** As mental health providers licensed by the State of Ohio, we agree to abide by and uphold the most responsible ethical and professional standards possible. We accept responsibility for the consequences of our acts and make every effort to protect the welfare of our clients and to ensure that our services are used appropriately.

If you are unhappy with your services here, it is especially important that you try your best to communicate with us the sources of your dissatisfaction. You may do this in writing if you feel uncomfortable speaking to your therapist, the Patient Experience Specialist (Lori Johnson), or Dr. Bretz. If we do not reach an agreeable solution and you need help finding additional or alternate assistance, we will do our best to help you locate a more suitable referral or therapy resource. Our ethics prevent us from seeing a client who is seeing another individual therapist except in extenuating circumstances, should you wish to work with another therapist for services, it is important that you indicate your desire to make a change.

**Release of Liability:** If you fail to show for an appointment, we will try to contact you during that appt. time at the number you have provided. If we do not hear from you within one week of the missed appointment, you have released us of all liability for your psychological counseling/care. If you cancel an appointment without rescheduling, you release us from liability for your psychological care/counseling. You are welcome to reschedule at any time, provided any past balances, including no show fees, are paid. If you have not been seen for 90 days, the relationship is considered terminated, your chart will be made inactive, and you release us from liability for your psychological

care/counseling. Of course there are extenuating circumstances, such as an extended vacation, family emergency, unforeseen business trip, etc. In such cases, please contact us as soon as possible to keep us informed.

**Forensic, Disability, and Legal Issues:** We do not provide reports or recommendations for custody evaluations, a guardian ad litem, disability or FMLA applications for clients because the therapeutic relationship will be compromised if there is another agenda. In other words, we cannot be therapists and forensic evaluators at the same time.



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