

Game to Grow
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PRACTICE POLICIES

BILLING, PAYMENTS, AND FINANCIAL RESPONSIBILITIES

The fee is \$150 for a standard, 53-minute session. The initial intake fee is also \$150; however, the initial intake session allots for 90 minutes. Game to Grow's fees increase occasionally and you will be informed of this increase in advance. You may be able to request a different length of time for your sessions at the discretion of your clinician. Requests to change the 53-minute session needs to be discussed with your clinician before the appointment in order for time to be scheduled in advance and will result in a pro-rated fee.

If your provider spends more than 10 minutes on the phone or reading and responding to emails from you during a given week, Game to Grow will bill you on a prorated basis for that time. A minimum of a 24-hours notice is required for rescheduling or cancelling an appointment or you may be charged the full fee. Such a policy is necessary because a time commitment is made and held exclusively for you. If you fail to make or arrange for payment of the outstanding balance, you agree to pay the legal costs incurred in the collection of said debt. Please note that insurance companies do not pay for cancelled sessions or time dedicated to phone calls / emails.

If you are late for a session, you may lose some of that session time. If you are more than 20 minutes late for a session, it will be considered a missed session and your clinician may no longer be available to see you for that session. You will be charged the full amount for a missed session.

Payment is due prior to beginning each session, unless an agreement has been reached otherwise or unless 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, we have the option of using legal means to secure payment. Use of a collection agency or small claims court will require us to disclose otherwise confidential information. In most collection situations, the only information released regarding a patient's treatment is their name, contact information (e.g., address), the nature of services provided, and the amount due. If such legal action is necessary, its cost will be included in the claim.

Any client that has more than 1 no-show fee or late cancellation fee on their account forfeits future standing appointments until payment has been rendered. If any more than 3 cancellations on a recurring appointment occur, then the client forfeits that timeslot for future appointments. If you fail to respond to communication regarding a late cancellation or missed appointment the card on file will be charged for the amount owed.

If your financial circumstances change or you have financial difficulties, you are encouraged to work out a payment plan with your clinician who will consult with the Clinical Director.

All accounts are required to have a credit card on file.

INSURANCE REIMBURSEMENT

All services of Game to Grow are out of network with all insurance providers. Clients are responsible for paying 100% of all sessions provided, regardless of filing with their out of network benefits. If your health insurance provides coverage for mental health treatment, your provider or therapist will fill out forms and help you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of our fees. Please find out exactly what mental health services your insurance policy covers. Sometimes prior authorization is required for mental health services or the services are limited to a specific number of sessions or approved providers. If necessary, call your plan administrator to have your questions answered.

In the event Game to Grow or any of its professional affiliates files claims for insurance reimbursement, your signature below authorizes payment of benefits to be issued directly to Game to Grow or the professional affiliate. If your insurance company mistakenly remits payment to you, you agree to send payment along with any paperwork to Game to Grow.

If your insurance company does not pay or denies claims for services provided to you within 45 days after submitting the claim, your signature below authorizes Game to Grow and/or your individual provider to file a formal complaint on your behalf with the Insurance Commissioner of Washington.

Your contract with your health insurance company might require that your doctor or therapist provides information such as a clinical diagnosis, treatment plans or summaries, or copies of your entire Clinical Record. This information will become part of the insurance company's files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, Game to Grow has no control over what they do with it once it is in their hands. By signing this agreement, you agree that Game to Grow can provide requested information to your carrier.

COURTROOM TESTIMONY

Courtroom testimony is not typically offered by providers at Game to Grow. Court appearances, depositions, and attorney consultations are \$450.00 per hour (including all time involved in preparation, research, parking fees, mileage, travel time to and from the courthouse and all other expenses incurred in relation to testifying). If subpoenaed for appearance at a deposition or for courtroom testimony, a retainer of \$4500.00 is to be paid prior to the court date to pay for a personal lawyer for the provider. If the full amount of the retainer is not needed to complete the court testifying process, then the remainder of the funds will be refunded. If the costs for the testifying process exceed the amount of the retainer, then those fees will be billed to you and are due upon receipt of the invoice. The party issuing the subpoena is responsible for the testifying fees. Any request for written documentation provided by the therapist to a third party will be billed at \$200/hour. Payment is required upon completion of documentation.

LEGAL DISPUTES

Because the mission of Game to Grow is to provide reliable, high-quality therapeutic services rather than engaging in legal action, if you ever become involved in a legal dispute (e.g., divorce or custody dispute), Game to Grow providers will not willingly participate if subpoenaed. They will not provide evaluations or expert testimony in court unless expressly discussed and agreed to. You need to hire a different professional for those services.

CONTACTING YOUR PROVIDER

The Game to Grow phone system and the client portal of SimplePractice allows you to leave messages for your provider. If you need to contact your clinician between sessions, please leave a message on your client portal or on their voice mail. Our services do not typically include check-ins between sessions and our clinicians are not on-call and therefore may not have time to reply to any communication between sessions. Further, clients are discouraged from communicating counseling material between sessions as that material should be discussed only in sessions. Therefore, between-session communication should be limited to scheduling information only.

In the event that you are out of town, sick or need additional support, phone sessions may be available. However, please note that face- to-face sessions are highly preferable to phone sessions.

Game to Grow is not a crisis therapy practice. If at any time a true emergency or crisis situation arises, please call 911 for assistance, or go to the nearest hospital emergency room. You can also contact the National Suicide Prevention Lifeline at 1-800-273-8255 (TALK). Additionally, residents of Seattle-King County can contact Crisis Connections, a 24-hour crisis line, to be linked to emergency mental health services at 206-461-3222.

VACATIONS

If your provider goes on vacation or becomes otherwise unavailable, they will have coverage from another qualified clinician, and you will be provided with their name and phone number. This covering therapist will have access to your client information and is bound by the same laws and rules as your provider is to protect your confidentiality.

PUBLIC MEDIA, SOCIAL MEDIA, AND TELECOMMUNICATION

Game to Grow employees, including your provider, may appear in public media. It is up to you if you wish to view such involvements, but keep in mind that you may learn things about your provider that may affect your working relationship. If you choose to do so, please let your provider know so that you can discuss it in treatment.

Your provider will not discuss anything about you in public media. Whenever your provider discusses cases, they protect clients' and supervisees' identities by composing a fictional person, speaking in general terms that do not reveal the individual, or obtaining prior consent. This protects your rights to privacy and confidentiality.

Due to the importance of your confidentiality and the importance of minimizing potential harm to you and your treatment related to multiple relationships with your provider, your clinician will not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, Steam, etc). Game to Grow believes that adding clients as friends or contacts on these sites can compromise your confidentiality and your provider's respective privacy. It may also blur the boundaries of the therapeutic relationship with your provider. This policy extends even after termination of the professional relationship. If you have questions about this, your provider or the Clinical Director would be happy to discuss these policies.

You are also discouraged from commenting on your provider's professional social media accounts. If you comment on one of their social media posts, someone might guess that you have a professional relationship, which would compromise your privacy and confidentiality. Further, if you do comment, they will not respond to your comments. This protects you from being exposed as one of their clients or supervisees and from inadvertent confusion of social media with proper care.

Your provider will not Google you without your consent unless there is a serious risk of harm that justifies the action. This protects your privacy and safeguards against your provider losing objectivity. It also protects against you feeling invaded and betrayed by your provider.

Similar to in-person meetings with you, your provider might be required by law to contact the authorities if you reveal on social media that you or someone else is in serious harm or if you reveal a child or vulnerable adult is being abused. If you have any questions or concerns about this, please let your provider know.

ELECTRONIC COMMUNICATION

Your clinician cannot ensure the confidentiality of any form of communication through electronic media, including text messages. Your clinician allows client communication via email or text messaging for issues regarding scheduling or cancellations. While your clinician may try to return messages in a timely manner, they cannot guarantee immediate response and may not have time to get back to you at all, aside from scheduling information. Further, clients are discouraged from communicating counseling material between sessions as that material should be discussed only in sessions. As a result, Game to Grow requests that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of Washington. Under Washington State Telemedicine Laws, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
- (2) All existing confidentiality protections are equally applicable.
- (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. Your clinician will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.