



SWEETGRASS THERAPEUTICS

PSYCHOTHERAPY PRACTICE POLICIES

Being informed and having a clear understanding about our policies, will support all parties to have more effective communication-which we believe is a cornerstone to building trust, rapport, and safety in the therapeutic relationship. This document can serve as an FAQ for all potential clients as well as clients currently utilizing services.

All the terms in this document are subject to change at any time. Notice will be provided to clients prior to the changes, so clients can choose whether they'd like to continue with services. If at any time, the client does not agree with the practice policies, they have the right to terminate services and seek elsewhere. Similarly, clinicians hold the right to terminate services should clients choose to not engage with the policies set forth in this document.

HIPAA AND THE PRIVACY OF YOUR HEALTH INFORMATION:

As healthcare professionals, we are required by state and federal laws to maintain the privacy of your health information. Your confidence in us to strictly protect your privacy is extremely important. The full policy describing how Sweetgrass Therapeutics may use and disclose your protected health information as well as your rights to access and control it, will be provided to you through your client portal, when you establish care and engage in an intake. "Protected health information" (PHI) is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health and related health care services.

FEE POLICY

It is customary to pay professional fees at each visit. For your convenience, we accept credit cards and HSA cards through our secured client portal. Please note that we currently utilize Stripe via Simple Practice, to collect these card payments and clinicians do not have direct access to your card numbers though they are stored on file. We also accept cash and check. Should you write a check, and it is returned, you will be charged the full amount of the check plus a \$10 processing fee.

Session fees are as follows:

- \$175 for an assessment and individual treatment plan (90 mins.)

- \$125 for individual psychotherapy sessions (50-55 mins.)
- Sliding scale is offered when/if applicable. Please speak with your clinician during your consultation to determine what best fits your needs.

Currently, Jessica Chacon, LPC is credentialed with various insurance companies for TELE-HEALTH ONLY. However, the building is in the process of credentialing, which will allow in-person clients to utilize insurance for services as well. For now, clinician can provide you with a SUPERBILL which will allow you to submit to insurance for re-imburement. Please note, we contract with a third party called Sondermind, who handles all insurance claims. If you pay via insurance, you are subject to all of Sondermind's payment structures as well as your insurance co-pays and/or out of pocket fees. I do not handle billing for Sondermind, so please call: (844) 888-9355 for all billing inquiries.

Lastly, should writing documents be necessary for you (ie. Letters for ADA needs), we will charge an additional fee of \$50 for administrative fees.

APPOINTMENTS AND CANCELLATIONS

Prospective clients must be screened via a free consultation to determine if our services will be appropriate for your needs. It is our ethical responsibility to ensure that we refer you out, should you need a higher level of care, or if your needs are out of our scope of practice.

The standard meeting time for psychotherapy sessions is 50-55 mins depending on your needs. Assessments and intakes are 90 mins and are a one-time only appointment.

We require you to cancel 24 hours in advance. You will be responsible for the entire fee of \$50 *if cancellation is less than 24 hours*. If you are late for a session, you will lose some of that session time, if you are more than 15 minutes late to your appointment, you will be asked to re-schedule and charged for either a late cancel or a no-show depending on the situation. Should you *no-show your session(s)*, you will be responsible for paying the full price of \$125 which is the going rate per individual session. This is necessary because a time commitment is made to you and is held exclusively for you so we ask that you respect your time as well as ours. (Please note: If you are a Sondermind client, you will be responsible for no-show fee of \$95. That fee will be reflected in Sondermind billing.)

As a courtesy to clients some clinicians provide recurring appointments and those are subject to change per clinician's availability. Please note if you "no-show" or late cancel two times in a row, your recurring session will be removed from the clinician's schedule to make room for other clients. Both Simple Practice and Sondermind provide you with automated reminders of your appointments. You are ultimately responsible to keep up with your appointment times.

TELEPHONE ACCESSIBILITY

If you need to contact your clinician between sessions, please e-mail them directly. You may also leave a message on their direct line or use the Simple Practice platform as your messaging system, as that will remain HIPPA compliant. We are not often immediately available, however, we will attempt to return your call within 24 hours during the work week (Mon-Thurs). If you need to speak with clinician on an emergency basis, the first 15 minutes is at no charge, there after you will be charged

\$50 for the phone call as we value our clinician's time. This fee will automatically be charged to your card on file and reflected in your account. This fee is not reimbursed by insurance.

Lastly, the following resources are available for you 24 hours/7 days a week:

Colorado Crisis Services: 1-844-493-8255 or Text "TALK" to 38255

National Suicide Hotline: 1-800-273-8255

SOCIAL MEDIA

As technology develops and changes, we may need to update this on occasion to tailor to the needs of our clients confidentiality. Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do not accept friend or contact requests from current or former clients on any of our clinician's personal social networking site (Facebook, LinkedIn, Instagram etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Sweetgrass Therapeutics does use and operate an Instagram and Facebook page for classes, groups, events, and mental health education. These sites are for promotion and education only and will never be used to communicate with clients. Should you choose to follow these accounts, you are engaging at your own risk of people knowing you engage with Sweetgrass Therapeutics services.

MINORS

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

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.