

Sexual and Social Behavior:

Therapists are not to engage with clients in an intimate or inappropriate way. They are not under any circumstances to date, to be sexual, or to use their position to foster a non-therapeutic relationship with client. This prohibits attending social functions jointly, and going to lunch/dinner with a client.

At times in a small area, clients may find themselves in a social situation with their therapist. The client is welcome to acknowledge the therapist should they choose, but the therapist will not approach clients, or engage in any interaction that would reveal the client-therapist relationship.

Complaints:

If clients are dissatisfied with services at CFTC, they can first discuss their concerns with their therapist. Therapists rely on honest feedback to be most effective. If clients feel uncomfortable approaching their therapist with their concerns, please contact another therapist on the staff. (Also refer to the Client Rights section.)

Clients have a right to contact professional groups outside of CFTC should they feel the need to do so. CFTC as well as these groups are dedicated to promoting ethical and quality services, a few include:

- ACA (American Counseling Association)
- NASW(Nat'l Association of Social Workers)
- AAMFT (American Association for Marriage & Family Therapy)
- APA (American Psychological Association)

CFTC FINANCIAL POLICY

- Cash sessions & co-pays: due at session.
- Credit cards required & balances charged regularly; high balances not permitted.
- Returned Check Fee: \$25.00
- Balances exceeding 90 days may be reported to a collection agency.

Insurance:

We may accept assignment of insurance benefits. Clients are responsible for the balance regardless of insurance payments. Clients must provide insurance information for benefits to be utilized. CFTC often will help with identifying benefits for your services. However, it is the sole responsibility of the client to ensure the accuracy and status of their benefit information. Client will be held liable for the cost of services regardless of the benefits inquired or received, including claims rejected by insurance.

Fee Schedule as of January 1, 2020:

First Session Diagnostic Interview: \$215.00
45 Minute Psychotherapy Session: \$150.00
60 Minute Psychotherapy Session: \$175.00

No Show or Late Cancel: \$50.00

CASH CLIENTS: For those without insurance or paying cash, please speak with your therapist about a sliding fee for affordable services.

CANCELLATION POLICY: CFTC requires a minimum of 48 hour notice for cancelled session to allow time to fill that session hour with awaiting clients. The first missed/late cancelled session will be no charge, but subsequent sessions will be billed directly to the client with exceptions of weather advisories.

Additional fees may apply for group therapy, workshops, court testimony, phone consultation, etc. These might not be covered by insurance and will be billed at an hourly rate. Please speak with your therapists about any questions or concerns.

Financial Hardship: Please inquire about options available for affordable services and payment arrangements.



Important Information,

Client Rights

&

Clinic Financial Policy

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www.couplesandfamilytherapycenter.com

IMPORTANT INFORMATION

The following is some important information about your care at Couples and Family Therapy Center (CFTC).

YOUR INSURANCE COMPANY

When choosing to utilize your insurance benefits, please remember that your insurance carrier will have access to all of your records. Also know that insurance companies will only provide mental health benefits to those diagnosed with a mental disorder. Therefore, client files must obtain a mental disorder diagnosis for coverage. If the client does not meet criteria for any diagnosis, the insurance company will not pay for services. It is also important to determine if your insurance company pays for couple or family therapy, especially as it may impact the client's diagnosis.

CONFIDENTIALITY

The majority of the information a therapists collects about a client will be classified as confidential. However, when insurance benefits are utilized, CFTC will not have full control over this confidentiality. Employees/contractors of CFTC and the insurance companies will have access to your charts as needed. This is provided for in the insurance policy between you and your insurance company.

The client record is legally the property of CFTC. However, clients may have access to information contained in the file, except in those cases where the release of such information may be deemed harmful to the client's well-being.

In some cases, information will NOT be available to the client. Certain confidential data may be only available to the therapist and certain government agencies. Classified material falling into this category might deal with adoption, civil or criminal investigations, some medical data and the names of persons who report suspected abuse of children or vulnerable adults.

EXCEPTIONS TO CONFIDENTIALITY

All therapists and staff at CFTC will keep client information confidential EXCEPT under the following circumstances which do not require a release:

1. If a client threatens to harm someone or themselves, the CFTC staff is required by law to take appropriate action to ensure safety.
2. If therapists suspect that a child or vulnerable adult is being neglected, physically or sexually abused by the client or named other, the therapist is required by law to report this to the proper authorities.
3. If a client is under age 18 and the therapist judges it is in the best interest of the client to share information.
4. If a client uses recreational drugs or alcohol irresponsibly while pregnant.
5. If a client engages in irresponsible sexual activity while known to be HIV positive.
6. Requests from your insurance company.

Consultation/Supervision: Therapists at CFTC seek frequent consultation and supervision to ensure ethical and competent therapy services. In these situations information is shared anonymously (no identifying information). Therapists seeing members of the same family or significant others may also discuss the clients' relevant situations. If you have any questions or concerns about this, please feel free to speak with your therapist.

CHILDREN VISITING CFTC

If children come to CFTC as a client or accompanying a client, please be advised that CFTC cannot assume responsibility for them in the waiting area. Please make sure they are monitored by someone specifically responsible for their care.

EMERGENCIES

Please note that outpatient mental health services are consultative in nature. CFTC is not equipped to handle

emergencies, **please call 911 or go the nearest emergency room in a crisis.** Other phone numbers you may desire and/or call in a crisis:

- St. Croix County Health & Human Services: 715-246-6991
- Pierce County Human Services: 715-273-6766
- Polk County Human Services: 715-485-8400
- Washington Co. Social Services Division: Adult/Child Mental Health: 651-430-6484
- National Domestic Violence Hotline: 1-800-799-SAFE (7233)

CLIENT RIGHTS

Bill of Rights: Consumers of professional mental health services have the right:

1. to expect that professionals have met at least the minimal qualifications of training and experience commensurate with service requirements and in accordance with professional and/or disciplinary standards.
2. to be informed of the credentials of those by whom they are served;
3. to be informed of the cost of professional services prior to receiving the services;
4. to privacy as defined by rule and law;
5. to be free from being the subject of discrimination on the basis of race, religion, gender, or other unlawful category while receiving services;
6. to have access to their records as provided in WI and/or MN statutes;
7. to be free from exploitation for the benefit or advantage of a therapist.
8. to obtain a copy of the code of ethics from the licensing board and the state in which therapy is provided;
9. to report complaints to the appropriate licensing board including WI/MN Boards of Marriage & Family Therapy, Social Work, Professional Counseling, and/or Psychology.