



POLICIES STATEMENT

Welcome to Family Counseling Associates! This form provides you with important information about your services with Family Counseling Associates (FCA), so please review this form carefully.

Choice of Provider

It is your right to choose the provider who you believe is the best match for you. If you believe your provider is not the best match for you, you are under no obligation to continue services and may terminate services at any time. We will provide you with other options for finding a provider who is the best match for you.

Scheduling Appointments

Appointments can be scheduled by contacting our office by phone at 317-585-1060, or by email at frontdesk@fcahelp.com. Additional appointments can be scheduled in coordination with your provider. You will receive a courtesy reminder of your next scheduled appointment. Please note that three consecutively missed or cancelled appointments may result in termination of services.

Fees for Services

The fee for service varies by provider and service type. You will be notified of the fee for services when you schedule your first appointment. The fee for a cancelled or missed appointment without 24 hours notice is \$50.00 for mental health providers and \$75.00 for medication prescribers.

The fee to produce service records is \$25.00.

The fee to appear in court as a witness is \$200/hour. Service of this kind may also entail hourly preparation fees, along with a travel fee of \$0.53/mile.

The fee for services may increase periodically, and you will be provided with at least two weeks' notice of any increase in fees.

Insurance

The use of health insurance will vary by provider. If you have chosen a provider who is in-network with your insurance, we will attempt to determine your eligibility, including your plan deductible and co-pay/co-insurance amount prior to your first appointment. You will be responsible for the service fee at the Usual and Customary Rate (UCR) as determined by

your insurance provider, in consideration with your plan deductible amount and co-pay/coinsurance amount.

If you have chosen a provider who is not in-network with your insurance, we can still submit claims to your insurance as an out-of-network provider. You will be responsible for the full fee at the time of service. Service fees may be applied to your out-of-network deductible and any reimbursement (if applicable) will be made directly to you as the policy holder.

Internship, resident and licensed associate-level licensed providers are not eligible to submit claims to insurance.

If you do not have, choose not to use a health insurance plan, or your provider and/or services are not eligible for insurance submission, you will be responsible for the fee at the time of service. You may request a Good Faith Estimate of Service Fees and one will be provided to you.

Payment For Services

Payment for service is to be made at the time of service. Payment can be made at the time of service with cash, check, and credit card, including HSA cards.

Privacy & Confidentiality

The information you share with Family Counseling Associates is private, confidential and considered protected healthcare information by law and our complete Notice of Privacy Practices is available on our website at <https://www.fcahelp.com>. Family Counseling Associates upholds the highest standards of privacy and confidentiality. However, please be informed of the *legal exceptions to confidentiality* in the following circumstances when information you share with Family Counseling Associates could be shared with a third party without your permission:

- 1) The Uniform Health Care Information Act may allow for disclosure of information to another health care provider who is serving you.
- 2) You may give written permission to release confidential information. If you wish to disclose to a third party, you must sign a Consent To Release Information form.
- 3) If you disclose that you are contemplating, planning, or have acted out a crime, this information may be reported to the appropriate authorities.
- 4) If you are a minor, your provider may discuss with your parents or guardians some of the information about your services. If you are a minor and a victim of a crime, your provider may testify at an inquiry concerning the crime.
- 5) If you disclose that a child or adult has suffered abuse or neglect, your provider has an obligation to report this information to the appropriate authorities.
- 6) If you disclose that you or someone else is in imminent danger, emergency first responders may be notified.

- 7) If information you have revealed to your provider is subpoenaed, disclosure may be required by law.

If possible, an attempt will be made to discuss any required breaches of confidentiality with you prior to doing so.

Transmission of Protected Healthcare Information

Family Counseling Associates utilizes a secure Patient Portal feature for the transmission of protected healthcare information.

The transmission of protected healthcare information using non-secure media involves the risk of that information being accessed by unauthorized third parties.

You may request the use of alternative communication, including non-secure media such as traditional email and SMS messaging, for the transmission of the following types of protected healthcare information:

1. Information related to the scheduling of appointments
2. Information related to billing and payment (but not to include any financial or claims-related identifiers including, but not limited to, credit card numbers, insurance plan numbers, diagnosis codes, or procedure codes.)

Web-based Delivery of Services

The purpose of offering a web-based delivery of counseling is for clients who cannot reasonably attend sessions in the office and who can access counseling through a secure, HIPAA compliant web-based-platform, provided by FCA. Sessions delivered via a web-based platform may be an option that your provider deems appropriate for your care in certain circumstances.

If your provider determines that web-based treatment is appropriate for you, your therapist will discuss web-based treatment options with you. Reasons for not being able to attend sessions but seeking counseling via web may include:

- Illness—you are ill but are feeling well enough and wish to take part in a session.
- Travel—you may travel for work or leisure and still wish to seek services.
- Other—there may be other situations that prompt the need for web-based treatment, as determined between you and your provider.

If you decide to take part in online or web-based services, please prepare for your session by setting-up and testing your equipment. You need to consider and plan for your own confidentiality and privacy as well. Though FCA will offer a HIPAA compliant server, be sure to protect your own privacy in the following ways:

- Have headphones or another device that only you can hear so others cannot hear the discussion from the Provider
- Find a quiet, private space where you will not be interrupted

- Consider how to eliminate background noise
- Have fast, reliable Internet
- Most web-based deliveries of counseling include a video option. You can enable or disable the video, but remember to maintain the privacy of your own surroundings and those who may come in and out of the room since the video can be seen by your provider if you have the video enabled.

Potential Risks:

Therapy conducted online may be interrupted due to problems with internet connectivity, hardware, software, equipment, and/or other service issues. Any problems with internet availability or connectivity are outside of the control of the provider and the provider makes no guarantee that such services will be available or work as expected. If technical complications occur that prevent or disrupt any scheduled appointment and the appointment cannot be completed via online video conferencing, you agree to call your provider or that he/she will call you at a predetermined number.

To minimize the risk of disruptions, please note the following:

- We could have trouble connecting; To minimize this, please offer a phone number for your Provider to call so they can walk you through getting connected or making plans to reschedule.
- We could become disconnected during the online session; To minimize this, please offer a phone number for your Provider to call you should you become disconnected so you can plan for next steps.

Also, consider discussing with your Provider what needs you may have for additional support you have in your community or family outside of the web-based, 50 minute counseling session with your Provider in your family and community.

Personal Information and Confidentiality:

Web-based options will be delivered over a HIPAA compliant server and platform. Your personal and healthcare information will be confidential and kept on the same electronic health record system our Providers use every day at FCA. Your payment information is also secure over our website.

Confidentiality and the limits to confidentiality will not change. Please talk with your Provider about any questions you have about this.

YOU HAVE FULL RESPONSIBILITY FOR THE SECURITY OF ANY COMMUNICATIONS OR TREATMENT ON YOUR OWN DEVICE AND IN YOUR OWN PHYSICAL LOCATION. You are responsible for using this technology in a secure and private location so that others cannot hear your conversation.

Supervision & Professional Consultations

Mental health providers regularly seek supervision and consultation with other mental health providers to improve the quality of services being provided. Supervision and consultation activity maintain your privacy and confidentiality to the same standard as your direct services.

Professional Conduct

The State of Indiana Department of Health as well as the Indiana Professional Licensing Agency oversees and regulates the practice of mental health professionals in order to ensure the health and safety of the public. If you believe that a provider has acted unethically or unprofessionally, you may direct a complaint to the authorities of the state:

Office of the Attorney General
Consumer Complaint Division
302 West Washington Street, IGCS 5th floor
Indianapolis, IN 46204
(317) 232-6330/1-800-382-5516

<https://indianaattorneygeneral.secure.force.com/ConsumerComplaintForm>

Safety & Emergencies

Family Counseling Associates is an outpatient mental health practice. As such, Family Counseling Associates does not provide 24-hour or emergency-level services. In the event of an emergency, you have the following options:

General Emergencies: Dial 911 or go to your local emergency department

Mental Health Emergencies:

- Call the National Suicide Prevention Hotline at 1800-273-8255 (TALK)
- Indiana Crisis Text Line: Text IN to 741741
- Contact a local, crisis-level mental health provider:
 - Community Health Network: 317-621-5700
 - Ascension St. Vincent Stress Center: 317-338-4800