

PSYCHOTHERAPY SERVICES AND POLICIES

This document contains important information about our professional services and business policies. Please read it carefully and ask us any questions that arise. When you sign this document, it represents an agreement between us.

PSYCHOLOGICAL SERVICES

Psychotherapy varies depending on the particular problems you bring and the approach of the therapist. It is important to select a therapist that fits your style and goals. By the end of the intake evaluation, we will be able to offer our recommendation of whether you can benefit from our services. Therapy involves a commitment of time, money, and energy, so you should make sure you feel comfortable working with us. If you have questions about our work together, we should discuss them whenever they arise.

CONFIDENTIALITY

Your discussions with a licensed psychologist are considered *confidential*, which means that these discussions are protected by law. We may not disclose confidential information about you without your formal consent. There are situations, however, in which we are required to break confidentiality. These include the following circumstances: if you are in danger of harming yourself or another person; if you are unable to care for yourself; if there is suspected abuse or neglect of a child, older adult (65 or older), or dependent adult; if we are court-ordered to release information as part of a legal proceeding; or as otherwise required by law.

PROFESSIONAL FEES, BILLING, AND PAYMENTS

Payments are to be made at the *beginning* of each individual appointment, program, or service. Cash, checks or credit cards are accepted. We accept Visa, MasterCard and American Express. Please make checks payable to Dr. Lilia Sheynman.

Individual Sessions: The initial session fee is between \$180 and \$260. Individual session fees are between \$180 and \$220. There will be no charge for *brief* telephone calls and *quick* e-mail exchanges (i.e., limited to updates and scheduling).

Other services include telephone consultations, report writing, psychological assessment (testing), or other services you may request of me at my regular rate, including travel time. I do not charge for typical consultations with other professionals involved in your care (i.e. psychiatrist). If you do become involved in legal proceedings that require our participation, you will be expected to pay for the professional time we spend preparing records or treatment summaries. You will also be expected to pay for our time spent testifying.

Cancellation Policy: There is a 24-hour cancellation policy for all appointments. Should you cancel or no-show with less than a 24-hour notice *for any reason*, you will be charged the full session fee. **Please note, insurance generally does not cover missed sessions. You are responsible for all fees incurred as a result of missed sessions.**

Late Fees: There is a \$15 fee for returned checks. A late fee will be added for any charges past due by 30 days, with additional charges accruing monthly. If your account has not been paid for more than 60 days, we may use legal means to secure the payment and include its costs in the claim.

INSURANCE REIMBURSEMENT

Medicare

Your signature below gives consent for Lilia Sheynman, PhD staff to contact Medicare on your behalf for the purpose of coordinating care, billing and coverage information. Your deductible (if and when applicable) and co-payment are due at the beginning of each session.

Kaiser

Your signature below gives consent or Lilia Sheynman, PhD staff to contact Kaiser on your behalf for the purpose of coordinating care, billing and coverage information. Your deductible (if and when applicable) and co-payment are due at the beginning of each session.

Out of Network

Certain health insurance policies will provide some coverage for “out of network” mental health treatment, however, you (not your insurance company) are responsible for full payment of my fees. You will be provided with **superbills** that contain information your insurance company may require, however, it will be your responsibility to complete insurance forms and obtain reimbursement. It is very important that you find out exactly what mental health services your insurance policy covers and the status of your deductible. Of note, insurance companies typically do not reimburse for missed sessions.

CONTACTING ME

You may contact Dr. Sheynman by phone at (562) 246-6276 or by email at info@coastaltherapylb.com. You may contact Brynne MacPhail by phone at (562) 452-3037. Although we are often not immediately available by telephone, we check our voicemail regularly. If you are unable to reach us and feel that you cannot wait for us to return your call, contact your family physician, your psychiatrist, or the nearest emergency room. It is important to note that we do not provide crisis services and are **not** available 24 hours a day. If you need immediate, emergency assistance, please call 9-1-1 or, if it is safe to do so, go to the nearest emergency room. We can provide you with a list of local hospitals.

It is important to note that although the internet provides a fast and convenient method of communication, confidentiality cannot be guaranteed through electronic mail, as e-mails can sometimes be intercepted. Similarly, it is possible for wireless phone conversations to be

overheard. Please inform us in advance if you have concerns about privacy through e-mail or wireless phone use.

ENDING THERAPY

You may end therapy at any time. A final individual session is important so that you have closure with us as your therapist.

Please Note: This policy is subject to change at any time; current clients will be kept updated.

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