



**Psychology and
Beyond, LLC**

Pia Nathani, Ph.D., HSPP

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PSYCHOLOGIST-PATIENT SERVICES AGREEMENT

Welcome to Psychology and Beyond! Our core values celebrate compassion, inclusivity, and connectedness. Our mission as a psychotherapy practice is to provide caring, culturally-sensitive, and effective care that helps you to achieve your highest potential, provides you with clarity and increased self-awareness, and eventually leads to meaningful life change. This document contains important information about professional services and business policies at Psychology and Beyond, LLC. Please read it carefully and write down any questions you might have so that you can discuss them with your psychologist at your next meeting.

When you sign this document, it will represent an agreement between you and your psychologist and will indicate you have read, understand, and agree to all the policies set forth in this document.

PSYCHOLOGICAL SERVICES

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and patient, and the particular problems you are experiencing. There are many different methods your psychologist may use to deal with the problems that you hope to address. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to work on things you and your psychologist talk about during sessions and at home.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

The first few sessions will involve an evaluation of your needs. By the end of the evaluation, your psychologist will be able to offer you some first impressions of what our work will include and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with your psychologist. Therapy involves a commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about your psychologist's procedures, you should discuss them whenever they arise. If your doubts persist, we will be happy to help you set up a meeting with another mental health professional for a second opinion.

CONFIDENTIALITY

The law protects the privacy of all communications between a patient and a psychologist. In most situations, your psychologist can only release information about your treatment to others if



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you sign a written authorization form that meets certain legal requirements imposed by HIPAA and/or Indiana law. However, in the following situations, no authorization is required:

- Your psychologist may occasionally find it helpful to consult other health and mental health professionals about a case. During a consultation, your psychologist will make every effort to avoid revealing your identity. The other professionals are also legally bound to keep the information confidential. If you don't object, your psychologist will not tell you about these consultations unless she feels that it is important to your work together. Your psychologist will note all consultations in your Clinical Record (which is called "PHI" in my Notice of Psychologist's Policies and Practices to Protect the Privacy of Your Health Information).
- You should be aware that your psychologist practices with other mental health professionals and that we employ administrative staff. In most cases, we need to share protected information with these individuals for both clinical and administrative purposes, such as scheduling, copy-editing, billing and quality assurance. All of the mental health professionals are bound by the same rules of confidentiality. All staff members have been given training about protecting your privacy and have agreed not to release any information outside of the practice without the permission of a professional staff member.
- As required by HIPAA, we have a formal business associate contract with any business associate in which they promise to maintain the confidentiality of this data except as specifically allowed in the contract or otherwise required by law. If you wish, we can provide you with the names of these organizations, individuals and/or a blank copy of this contract.
- Disclosures required by health insurers or to collect overdue fees are discussed elsewhere in this Agreement.
- If you are involved in a court proceeding and a request is made for information concerning the professional services, we provided to you, such information is protected by the psychologist-patient privilege law. Your psychologist cannot provide any information without your (or your legal representative's) written authorization, or a court order. If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order your psychologist to disclose information.
- If a government agency is requesting the information for health oversight activities, we may be required to provide it for them.
- To a coroner or medical examiner, in the performance of that individual's duties.
- If a patient files a complaint or lawsuit against your psychologist, we may disclose relevant information regarding that patient in order to defend us.



- There are some situations in which your psychologist is legally obligated to take actions, which we believe are necessary to attempt to protect others from harm and we may have to reveal some information about a patient's treatment. These situations are unusual in our practice.
- If your psychologist has reason to believe that a child is a victim of child abuse or neglect, the law requires that your psychologist files a report with the appropriate government agency, usually the local child protection service. Once such a report is filed, your psychologist may be required to provide additional information.
- If your psychologist has reason to believe that someone is an endangered adult, the law requires that your psychologist file a report with the appropriate government agency, usually the adult protective services unit. Once such a report is filed, your psychologist may be required to provide additional information.
- If a patient communicates an actual threat of physical violence against an identifiable victim, or evidence conduct or makes statements indicating imminent danger that the patient will use physical violence or other means to cause serious personal injury to others, your psychologist may be required to disclose information in order to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient.
- If a patient communicates an imminent threat of serious physical harm to him/herself, your psychologist may be required to disclose information in order to take protective actions. These actions may include initiating hospitalization or contacting family members or others who can assist in providing protection.
- If such a situation arises, your psychologist will make every effort to fully discuss it with you before taking any action and will limit any disclosure to what is necessary.
- While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex, and your psychologist is not an attorney. In situations where specific advice is required, formal legal advice may be needed.
- **Audio/Video Recording:** Written permission by all participating parties must be granted in order for recording devices to be utilized during therapy sessions. Otherwise, audio and video recording are strictly prohibited while in the office and during therapy sessions, including virtual sessions, in order to ensure your privacy and confidentiality.
- **Photos:** Taking pictures is strictly prohibited while in the office and during therapy sessions, including virtual sessions, in order to ensure your privacy and confidentiality.



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- Should your psychologist run into you outside of the therapy office, she/he will maintain confidentiality through no acknowledgment unless you initiate contact with her/him.

COMMUNICATION POLICIES

Phone: Feel free to leave a message on our confidential voicemail if your clinician is unable to answer. We strive to return all phone communication within 48 business hours of receiving your message.

Text Messaging: Because text messaging is a very insecure and impersonal mode of communication, your psychologist will rarely text message anyone to whom you are providing therapy services and only if the client has provided permission to do so. There are typically two reasons your psychologist might reach out via text message: 1) to check in with you if you have not arrived for your scheduled appointment, or 2) to cancel a session due to an emergency. Please avoid sending text messages.

Email: We use a HIPAA-compliant, secure email system via Virtru via Gmail. In order to keep messages encrypted, Virtru will prompt you to enter your email and password each time you open an encrypted email from your clinician. Please remember this passphrase exactly as you enter it because it will be the passphrase you use to access email from your clinician in the future. If you forget your passphrase, it can be reset, but you will lose access to all previous email exchanges. Please note that any clinical information sent via email will be addressed during clinical session times, and all communication sent to your clinician will become a part of your medical record. We use email communication only with your permission and only for administrative purposes, including setting and changing appointments, billing matters and other related issues, unless another arrangement has been made.

Use of email to communicate personal content related to therapy sessions is discouraged. Email is best used for administrative purposes only, such as arranging or changing appointments or to relay payment/insurance information. Your psychologist will respond to personal content in person in the next appointment. When emails are used to contact your psychologist, all emails are retained in the logs of both our Internet service providers. While unlikely that someone is looking at details at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service providers. Any email correspondence becomes part of your legal record.

Social Media Policy: In order to maintain your confidentiality, we do not communicate with, accept “friend requests” from, or accept requests to follow any clients on social media platforms including, but not limited to, Facebook, Twitter, LinkedIn, and Instagram. If you have an online presence, there is a possibility that you may encounter one of our staff by accident. If that occurs, please discuss it with your clinician during your time together. In addition, if we discover that we



have accidentally established an online relationship with you, we will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you. We also believe that communications with clients online have a high potential to compromise the professional relationship. Psychology and Beyond, LLC does have professional social media sites online; however, you are under no obligation to “follow” Psychology and Beyond, LLC /and or staff in any way. It is our utmost priority to ensure your confidentiality is maintained.

Website: Psychology and Beyond has a website that you are free to access. The website is used for professional reasons to provide information to others about the practice. You are welcome to access and review the information on the website and, if you have questions about it, please discuss this with your clinician during your therapy session.

Web Searches: We will not use web searches to gather information about you without your permission. We believe that this violates your privacy rights; however, we understand that you might choose to gather information about your clinician in this way. There is a vast amount of information available about individuals on the internet, much of which may actually be known to that person and some of which may be unknown or inaccurate. If you encounter any information about any Psychology and Beyond, LLC staff through web searches, or in any other fashion, please discuss this with your clinician during your time together so that you can address it and its potential impact on your treatment together. Recently, a trend has emerged for clients to review their health care provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews of your clinician, Psychology and Beyond, LLC staff, or any professional with whom you are working, please share it with your clinician so you can discuss it and its potential impact on your therapy together.

PSYCHOLOGICAL ASSESSMENT

Psychological assessment is not considered medically necessary and is not generally covered by insurance.

Typically, psychological assessment involves several procedures: a face-to-face structured interview, psychological testing, scoring and interpretation of the test results, report-writing, referral and treatment arrangement, and an optional feedback session. You will attend the structured interview, psychological-testing, and the optional feedback session. Once you attend the feedback session, the assessment is completed and your working relationship with your clinician will be terminated. If you opt out of the feedback session, your working relationship with your clinician will also be terminated upon completion of the assessment. Some people request psychological assessment with a certain agenda (for example, to receive academic accommodation). Please be aware that our psychologists are neutral assessors and that the results may or may not serve your hypotheses/agenda. Please see consent for treatment-adult psychological evaluation document for more detailed information.



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Scheduling presents a special problem, because once testing time is blocked out, it typically cannot be filled again on short notice. As a result, we ask that you give us at least 48-hours' notice if you need to cancel an appointment. Failure to do so (except in cases of serious illness or emergency) will result in you being billed a cancellation fee of \$250. Please be aware that fees for missed visits are not covered by insurance.

PSYCHOTHERAPY MEETINGS AND TERMINATION

There are some circumstances when your psychologist may decide to terminate the contract: a) When your psychologist and you both agree that you have reached your treatment goals, and you no longer need his/her services. b) When your psychologist believes that she/he cannot provide you the type of service you need for your mental health and well-being. c) When you no-show a session multiple times, and if you do not respond to your psychologist's emails and phone calls, your file will be closed. d) Additionally, if your account has not been paid for more than 30 days and arrangements for payment have not been agreed upon. When services are terminated, unless your psychologist and you both agree that you no longer need mental health services at the time, your psychologist will provide you with a list of local services that can better meet your needs and/or financial circumstances. Psychology and Beyond, LLC will also assist you in connecting with the referral offices by transferring records for a fee of \$100.

CANCELLATION POLICY

A scheduled appointment means a time is reserved for you. When you schedule an appointment, you are reserving a block of time that cannot be used by someone else. If an appointment is missed or cancelled with less than 48 hours' notice, you will be charged a fee of \$190. Your insurance does not pay for sessions that were not attended, and therefore, you will be entirely responsible for this missed appointment/late cancellation fee of \$190.

INSURANCE REINBURSEMENT

We are in-network with Aetna (except EAP and HIP plans) and Lyra. It is important for you to know that, by choosing to use your insurance benefits, the insurance company reserves the right to request mental health diagnoses, treatment plans, clinical notes, or in some cases, the full clinical record. In these cases, we will make every effort to release the minimum amount of information necessary for the requested purpose. Although insurance companies report their commitment to protecting your health information, we cannot guarantee the privacy of your information once it leaves our possession. This information will become part of the insurance company files and will probably be stored in a computer. In some cases, they may share the information with a national medical information databank. We will provide you with a copy of any report we submit if you request it.

If you have a health insurance policy that is not Aetna or Lyra, it will usually provide some coverage for mental health treatment, although it is important to note that not all



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issues/conditions/problems are reimbursed by insurance companies. If our clinicians are not an in-network provider with your insurance company, you may consider looking into out-of-network benefits. We are happy to provide you with a document called a “superbill,” which contains your identifying information, session and services codes, as well as appropriate diagnosis code(s). You can then choose to submit this form to your insurance company, and many times, they will reimburse you for a portion of the service rendered if you are entitled to out-of-network benefits.

If you are using out-of-network benefits, it is important to note that you (not your insurance company) are responsible for full payment of our fees. Payment is due at the time of service. It is very important that you find out exactly what mental health services your insurance policy covers. A credit card will be on file and will be used upon delivery of services.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. We will provide you with whatever information we can based on our experiences and will be happy to help you in understanding the information you receive from your insurance company. Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. “Managed Health Care” plans such as HMOs and PPOs often require authorization before they provide reimbursement for mental health services. These plans are often limited to short-term treatment approaches designed to work out specific problems that interfere with a person’s usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions. While much can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end. Some managed-care plans will not allow us to provide services to you once your benefits end. If this is the case, we will do our best to find another provider who will help you continue your psychotherapy.

Once we have all of the information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to end your sessions. It is important to remember that you always have the right to pay for services yourself to avoid the problems described above.

If your account has not been paid for more than 30 days and arrangements for payment have not been agreed upon, your services will be terminated. Psychology and Beyond, LLC has the option of pursuing any payment options permitted by law. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, the legal costs will be included in the claim. In most collection situations, the only information we release regarding a client’s treatment is the name, the nature of services provided, and the amount due.

Insurance may be used for the structured interview and feedback sessions, while the client is required to self-pay \$250 per hour of testing for time involving testing and report writing.



Notably, the psychologist may recommend a more thorough evaluation should one be seeking academic or workplace accommodations.

PATIENT RIGHTS

HIPAA provides you with several new or expanded rights with regard to your Clinical Records and disclosures of protected health information. These rights include requesting that your psychologist amend your record; requesting restrictions on what information from your Clinical Records is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about my policies and procedures recorded in your records; and the right to a paper copy of this Agreement, the attached Notice form, and our privacy policies and procedures. We are happy to discuss any of these rights with you.

MINORS AND PARENTS

Patients under 18 years of age who are not emancipated, and their parents, should be aware that the law may allow parents to examine their child's treatment records. Because privacy in psychotherapy is often crucial to successful progress, particularly with teenagers, it is sometimes our policy to request an agreement from parents that they consent to give up their access to their child's records. If they agree, during treatment, your psychologist will provide them only with general information about the progress of the child's treatment, and his/her attendance at scheduled sessions. Your psychologist will also provide parents with a summary of their child's treatment when it is complete. Any other communication will require the child's authorization, unless your psychologist feels that the child is in danger or is a danger to someone else, in which case, your psychologist will notify the parents of these concern. Before giving parents any information, your psychologist will discuss the matter with the child, if possible, and do their best to handle any objections he/she may have.

FEES & PAYMENT:

Payment is due at the time of service using your credit card on file unless otherwise approved, or unless you have insurance coverage that requires another arrangement. Please note that we require a credit card to remain on file. Below is the fee schedule for 2022-2023. If our fees are expected to change, we will provide at least a 60-day notice to you:

- 60-minute intake: \$225
- 55-minute therapy session (53-60 minutes): \$190
- 45-minute therapy session (38-52 minutes): \$160
- Parent Coaching, Couples Therapy and Family Therapy (60 minutes): \$225



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- Group Therapy: \$100 per person per group
- Phone Consultation 10 mins: \$100
- Individual Therapy 35-45 mins: \$150
- Psychological Testing/Each Hour: \$250

Other Rates (practice-wide):

- Legal proceedings: \$500/hour (including travel, preparation, and attendance paid in-full 48-hours prior to the court appearance)
- Preparation of documents (including, but not limited to, letters & forms): \$300
- Returned check fee: \$35
- Phone consultation with collateral sources: \$30/15-minute increment
- Educational consultation: \$250/hour (including travel and attendance)

If you become involved in legal proceedings that require participation by your clinician, you will be expected to pay for your clinician's professional time even if he/she is called to testify by another party. Because of the difficulty of legal involvement, we charge \$500 per hour for preparation and attendance at any legal proceeding. A minimum 4-hour increment is required due to the time commitment involved with attending legal proceedings. Payment, in full, for legal services must be made by credit card payable to "Psychology and Beyond, LLC" – and must be received no later than 48-hours prior to any court appearance. Otherwise, your clinician will not be able to appear.

Please notify us if any problems arise during therapy regarding your ability to make timely payments. We allow clients to carry a balance for two sessions before services may be interrupted if an account is not brought up to current.

SIGNATURE

If you have any questions about the services or this agreement, please ask your clinician.

I, _____, have reviewed and I understand that content of this

agreement. I agree to the terms of this agreement with Psychology and Beyond, LLC.

Signature of client:

Date:

Signature of psychologist:

Date: