Rolling Plains Counseling & Wellness Center, LLC

Children, Adolescents, Adults 1510 15th Street Wellington, Texas 79095 (806) 447-0147 Owner/Counselor: Tina Souder, M.Ed., LPC-S Counselor: Mely Burch, M.S., LPC Karen Rothwell, M.Ed., LPC Lisa Koepke, M.Ed., LPC

rollingplainsewc.com

Date:			
Patient Name:	Age:	Date of Birth:	Sex:
Address:	City:	State:	Zip:
Home Phone:	Social Secur	rity #:	
Mobile Phone:	Pe	rmission to Text: ()	Yes () No
Email Address:	Pe	rmission to Email: ()	Yes () No
Language Preferred:	Education:	Marital Sta	itus:
Primary Care Physician:		Phone:	
Referred By:		Phone:	
Current Employment:		Phone:	
Is it okay to call you at work? () Y	es () No		
Emergency Contact:		Relationship	:
Phone #:			
For patients with insurance: ************* Did you call your insurance compan Insurance company:	y to preauthorize your v	visit today? () Yes	
Policy Holder:			
Member ID #:			
Authorization #:	*******	******	******
HOW WILL THIS BE PAID TOI			
CASH INS. MEDICAR	E CPS PRO	DBATION MEDI	CAID

Are you currently on any medication? If Medication Name What symptoms is in Do you have any family members in treatment Wellness Center? Name Relation	nt currently	Dosage	Prescribing Physician
Wellness Center?		with Rolling	
			• • • • • • • • • • • • • • • • • • • •
Please name all persons with whom you c Name	eurrently liv Age	*	n back also if you need to ationship
Do you smoke cigarettes? Do you use caffeinated drinks?		now many p	
Do you use carremated drinks? Do you consume alcohol beverages?		, how many ow much in	-
Do you use any street drugs? (i.e. marijua			
If so, please list the drug, frequency, and			
What problems are you hoping to address change?	in treatme	ent here? W	hat do you want to

New patient information-Adult

What symptoms	s are bothering you the most	(i.e. can't sleep, worrying)?
What are you do	oing to cope now?	
Has this problem	m/symptom occurred before?	?
Have you, your problem/sympto		embers ever been treated for this
When:	With Whom:	To address the problem of:
-		atric reasons before?
Are you dealing please explain:	g with any legal problems (i.e	e. custody dispute, probation)? If so,
Is this consultat	ion a part of addressing the ε	above legal problem?
Do you have an	y questions for your therapis	st?

Date:	
Patient Name:	D.O.B
Name of Person completing this form: _	
INFORMED CONSENT DISCLOSURE	, EVALUATION, & TREATMENT CONTRACT
Welcome to the Rolling Plains Counseling Tina Souder, M.Ed., LPC-S. If you would you with a copy of their Curriculum Vitae,	& Wellness Center mental health practice owned by like, the counselor you are scheduled with will provide which means the places they have received their red. Associates are supervised by Tina Souder.
endeavor to follow your wishes on this subjinformation. However, I must make you av	r therapy visits are to be kept confidential. I will ect, as you are the one who generally controls this ware of those few circumstances where I am compelled e the parent of a child, this applies to your child also.
of either children or senior citizens, I am ma	uation reveals any information concerning the abuse andated, by law, to make a report to the proper t, you acknowledge your awareness of these facts.
	event you from bringing this harm about. I on to warn those parties I feel possibly may be urself, I have your permission, also irrevocable, to
appropriate persons or agencies as directed times include your medical doctor('s), or an children as appropriate. I may also request or institutions. I will inform you if I feel th gather this information from these professions.	by you, there is a release to be signed. This will often by prior treating therapist or possibly schools for your a copy of the treatment records from these individuals to need to get this information. Also, I may ask you to mals or institutions so that there is full cooperation which is solely for the purpose of diagnosis and
Family and Protective Services or such; the emotional condition as a part of the claim o relevant to your treatment, thus for this reas	, oral communications, with the named agency are a
I also give permission for my counselor to practice to provide the best possible treat	o converse with other counselors in the group tement for myself.
I have read and understood the above limits	to confidentiality.
Signed:	Date:

ELECTRONIC COMMUNICATION

This office will not initiate communication using email, except with client permission when specifically pertaining to payment of services, or unless under usual circumstances (e.g., we are unable to contact you by any other means in an emergency). Your clinician will only use email communication and text messaging with your verbal and written permission by checking the appropriate item on page one of this intake. That means that email exchanges and text messages with this office should be limited to things like setting and changing appointments, billing matters and other related issues. Do not use PHI (personal health information such as name, date of birth, etc.) when using electronic communication, because access to electronic information is not assumed to be protected or private. Please be aware that use of email or texting for treatment-related issues are not secure and could be intercepted by third party persons. Please note that our support staff routinely reviews incoming email. They are bound by an agreement of employment by our practice that requires them to follow our HIPPA Policy and privacy practices.

I will send text reminders (email or voice mail if you prefer) of appointment times one day before the appointment time. Be advised that these reminders are not secure and there is a risk that they could be read by a third party. If you do not wish to receive these emails, please check no on the first page of this document.

RECORDS

It is state law that Rolling Plain Counseling & Wellness Center maintains a record of the treatment or evaluation given to you. This record will contain the information that will allow us to chart your course. We will use this record for that purpose only. It is my intent that no unauthorized person will ever see what is contained in this file. You may get a copy of the file only by providing us with a written information request. We may provide you with a synopsis of the course of treatment and outcome in lieu of the complete record. If the complete record is required, I will charge you for xeroxing the record. If you require a summary, then we will produce this at the usual fee per hour. This includes providing copies or reports to any court or legal representative or designate. In the event of your death, these requirements will be binding on any heirs, successors, or executor(s). In the event of my death, the records will be entrusted to my heirs, successors, or executor(s). In the event your counselor leaves the practice of Rolling Plains Counseling & Wellness Center, those records will remain in the custody of Rolling Plains Counseling & Wellness Center.

If the therapy sessions contain more than one patient, you agree that no one person may get the complete treatment file. I will attempt to maintain a separate record on each patient. However, only that individual is entitled to his or her own record. This is very difficult in the case of family therapy, couples therapy and assessments on children. In the case of combined records, you agree I may summarize the course of each individual's treatment as opposed to providing a copy of notes made during our therapy or evaluation sessions.

The laws of this state require that your record be maintained for a period of 7 years. I will maintain them for that period of time or whatever is statutory. At the end of that period, they will be destroyed. A minor child's records will be maintained for 5 years following the age of majority, then they will be destroyed.

If you have been referred by an insurance plan, company, or managed care organization; you must be aware that you may have waived your right to confidentiality as it pertains to

New patient information-Adult

the referring organization. If I am an approved provider for this organization, I may have to share all the information you provide with this organization. I will do as required to get you all the treatment that is appropriate. You should be aware that the organization might not be bound by my ethical and legal requirements on maintaining the confidentiality of your treatment or evaluation. By providing the required reports, you understand that I have no control over the use of the information made by the referring organization.

<u>COST PER SESSION OR HOUR</u>: Charges are based on one-hour units. Pro-rated amounts may be considered at counselor discretion and availability

Tina Souder, M.Ed., LPC-S

1 unit=\$150 Most Major Insurances accepted

Mely Burch, M.S., LPC

1 unit=\$100 -- Most Major Insurances accepted

Lisa Koepke, M.Ed., LPC 1 unit=\$75 -- UHC, Cigna, Aetna Karen Rothwell, M.Ed., LPC 1 unit=\$75 -- UHC, Cigna, Aetna

We will accept cash, check, American Express, Visa, MasterCard, or Discover

Cancellation Policy and Account Balance for Non-Medicaid Clients

We will try to give you advanced notice if we must cancel an appointment. We require a **minimum** of 24 hours cancellation notice from you if you must cancel. No-show/no-call will be charged a late fee of \$50. If you cancel less than 24-hours before your appointment this will be billed at \$50 per missed session. Medicaid clients will be dismissed/referred after no-show or late cancel to two sessions.

It is our policy to charge a \$50.00 fee for appointments that are not cancelled at least 24 hours in advance. If our offices are closed, you may leave notice of cancellation on our voice mail, which will note the day & time you called. For Monday appointments, cancellations can be left on our voicemail on the weekend 24 hours in advance. Your communication with our office about appointment cancellations allows us to offer that time to someone else who needs to be seen.

I authorize Rolling Plains Counseling & Wellness Center to keep my signature on file and to charge my credit card account for the following.

- 1. Balances of charges not paid within 30 days, but not to exceed \$300.00.
- 2. Cancellation fee if an appointment is not cancelled within 24 hours.
- 3. If my card is declined for a no-show fee, I understand that the fee must be paid within 1 week or all future appointments I have scheduled will be cancelled.

I authorize balances for charges not paid within 90 days to be sent to a collection's agency.

	Cardholder Name:		Type of Card:	
	Billing Address for Card:			
	City:	Zip:		
	Credit Card Number:			
	Expiration Date:			
Signed:	:			
Date:				

Other Fees

- 1. If report preparation is requested or required, the time rate charged for therapy sessions will apply.
- **2. Review of Provided Documents:** Documents related to history, background information, school behavior, or testing are billed at the rate of \$2.00 per minute.
- **3. Phone Calls:** Only emergency phone calls are returned on a regular basis and only during office hours. These are billed per minute based on hourly rates & will be due at your next session. Review of Provided Documents and Phone Calls are not reimbursable by insurance.

		C	
Signed:			
<u> </u>			
Data			

4. Returned checks: There is a \$25.00 charge on all returned checks.

INSURANCE POLICY

You are responsible for full payment following each office visit. However, if your insurance plan has a co-payment you will be responsible to pay that co-payment. We will be happy to file your insurance claim for you.

Most carriers require a provisional diagnosis in order to consider payment. For psychological evaluations, it is usually better to file claims after all evaluation, testing, and reporting is completed. Individual, group, or family therapy will be billed to your insurance company in a timely manner.

Please be aware that many insurance companies only pay for treatment of certain types of serious disorders and many have a number of disclaimers. This is especially true for children and adolescents. Hence, you or your child may not be covered. Thus, you will need to be prepared to pay your full bill in the case that your insurance carrier does not cover your services. Additionally, many carriers require precertification and multiple recertification procedures. To the extent humanly possible, please read your policy. Make sure that you have completed precertification when you come for care. Ask my staff to help you with this process if you are having difficulties. Additionally, when you have a co-pay please pay it at each session. Most insurance carriers do not allow us to bill these over time.

If we are not a contracted provider for your insurance company our policy is as follows: We require you to pay for your services at the time they are needed. We will provide diagnostic and procedural codes but you will need to file the insurance yourself.

Importantly, if we file an insurance claim that is correct and your insurance carrier has not paid in 90 days, we will ask you to pay your bill.

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REPORTING POLICY

Many patients require written reports outlining evaluation findings and treatment recommendations. We are happy to provide, at minimal charge, a diagnostic summary including reasons for referral, tests, or procedures completed, DSM-IV diagnosis, and recommendations.

Comprehensive reports require a great deal of professional time. They may include more complete social history information, detailed analysis of test results, personality assessment, and treatment recommendations, usually taking at least 90 minutes. A minimum charge of \$165.00 is customary for detailed reporting. If the report requires more than 90 minutes to prepare, the remaining time spent will be charged at \$150.00 per hour.

Reports will not be forwarded to anyone other than the patient, patient's parent, or legal guardian without written release.

TERMINATION OF TREATMENT

The length of time required for evaluation and therapy will be determined by your personal situation. I will do my best to fulfill your therapeutic needs and provide you with my best professional care. For your part, you agree to participate in the process to the best of your ability. It is intended that when your needs are met, to the extent that they can be met, we will terminate our relationship. There is no guarantee of a cure.

For your part, **unless** court ordered, you may terminate my services at any time. This may be done in any one of these several ways. These include, but are not limited to, putting it in writing, informing me verbally, or failing to maintain your appointment scheduled without proper notification. I will respect your wishes. If you wish a refund to another provider, please let me know.

If you do terminate therapy with me, it will be my decision as to whether we can reestablish our therapeutic relationship at a later date. Keep in mind that your decision to terminate therapy and the method chosen to accomplish the termination will impact any decision to resume a therapeutic relationship.

RISKS AND BENEFITS

It is important for an established therapeutic contract that any risks and benefits be addressed. Please inquire about these. Additionally, if you are interested in alternative professional resources, it is important for you to discuss this initially, so you may have choices for your care.

PROCEDURES AND TIME FRAMES

In the case of psychological evaluation, please ask questions about what types of procedures will be included and the approximate time frames. Please be aware that we can estimate these sometimes very accurately. At other times, especially in complicated situations, when the professional standard is to get multiple sources of information and/or data it may be more difficult to predict the length of time the assessment or procedure may take. Ask if you have any questions.

LICENSURE INFORMATION

All counselors affiliated with Rolling Plains Counseling & Wellness Center are under the jurisdiction of the Texas Behavioral Health Executive Council. The following is how contact the council in reference to complaints or questions:

Texas Behavioral Health Executive Council 333 Guadalupe St. Ste. 3-900 Austin, Texas 78701 (512) 305-7700

FORENSIC REPORTS

If your purpose in coming to my practice is to obtain a forensic evaluation and report, there are some very important differences you must be aware of. This is not therapy, you are not my patient. I have been hired to perform an evaluation and report my findings to a court of law or an agency. At a minimum, this means the usual rules of confidentiality do not apply. By the very nature of our relationship, I will breach any confidence we may have. This must be clearly understood. By signing this agreement, you acknowledge your understanding and agreement.

PAYMENT FOR FORENSIC WORK

especially those that are forensic, leto 50% of the total estimated cost of it is expected that the remaining based on the statement of the st	I require a retainer. This will be estimated to be equal of the evaluation. Prior to the final evaluation session, alance be paid in full. The final report will not be ne process is paid in full. By your signing this contract vision (Initials)
OTHER CONCERNS OR SPECIA If there are other concerns you have these.	L SITUATIONS ve, please mention these right away so we may address
Patient Signature	Date
Clinician Signature	Date

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Rolling Plains Counseling & Wellness Center

1510 15th Street Wellington, TX 79095 (806) 930-9130 (mobile) 866-832-2587 (Fax)

Court Appearance Policy

I require a subpoena for court testimony or deposition. If the testimony will be by phone, my fee for phone testimony is based on \$150 per hour. If I need to travel for testifying at court or for deposition, the charge is \$150/hour, which will include travel time to/from the deposition or trial and time involved in preparation for the deposition or court appearance. I charge a retainer fee of \$500 one-week prior to the trial or deposition if traveling 30 minutes from Wellington; \$1000 if traveling an hour; and \$1500 if traveling two hours or more. Should the total amount of time spent at the trial/deposition not exceed the stated retainer fee a refund of the difference will be given. However, if the charge is over the stated retainer fee, the difference will be billed and payment is to be received within one week of the trial/deposition. All fees are the responsibility of the party issuing the subpoena.

If you choose not to sign this document, please do not have your attorney subpoena me in you court proceeding. Each counselor also has the right to decline giving services if you choose not to sign. If your attorney subpoenas me, with or without your signature below, you will be responsible for the invoiced amount.

NOTE: Even though you are responsible for the testimony fee, it does not	ot mean that testimony will be solely in your favor. Only the facts of t
cases and professional opinion of your counselor can be testified.	
Signature of Client or Legal Guardian	Date

Please acknowledge receipt of this privacy notice by signing and dating in the space provided below. We will keep the acknowledgement in your record, and you may keep this Notice for reference. Thank you.

ACKNOWLEDGEMENT OF RECEIPT OF ROLLING PLAINS COUNSELING & WELLNESS CENTER, LLC PRIVACY PRACTICES

By signing and dating below, I acknowledge that I received a copy of Rolling Plain Counseling & Wellness Center Privacy Practices.
Patient Name
Patient Signature or Parent/Guardian for Minor
Date

NOTICE OF PRIVACY PRACTICES

Rolling Plains Counseling & Wellness Center 1510 15th Street Wellington, TX 79095 Phone 806-930-9130

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

GENERAL RULE

We respect our legal obligation to keep health information that identifies you private. We are obligated by law to give you notice of our privacy practices

Generally, we cannot use your health information in our office or disclose it outside of our office without your written permission, which is called an authorization form. In situations involving routine health care delivery, the law allows or requires us to disclose your health information without written authorization. Routine health care delivery includes treatment, payment and health care operations.

USES OR DISCLOSURES FOR ROUTINE HEALTH CARE DELIVERY PURPOSES

We use information for treatment purposes, when for example, we must set up an appointment for you or when our therapists provide treatment to you. It may be necessary to disclose your health information outside of our office for treatment purposes if, for example, we refer you to another provider for treatment. Sometimes we may ask for copies of your health information from another professional that you may have seen before.

We use your health information for payment when, for example, our staff asks you about your health insurance information, or about other sources of payment for our services, when we prepare bills to send to you or your health insurance carrier, when we process payment by credit card, and when we try to collect unpaid amounts due. We may disclose your health information outside of our office for payment purposes when, for example, bills or claims for payment are mailed, faxed, or sent by computer to you or your health care plan, or when we occasionally have to ask a collection agency or attorney to help us with unpaid amounts due.

We use and disclose your health information for health care operations in a number of ways. Health care operations mean those administrative and managerial functions that we have to do in order to run our office. We may use or disclose your health information, for example, for financial or billing audits, for internal quality assurance, for personnel decisions, to enable our providers to participate in managed care plans, for the defense of legal matters, to develop business plans, and for outside storage of our records.

USES AND DISCLOUSRES WITHOUT AUTHORIZATION

In some situations, the law allows or may require us to use or disclose your health information without your permission. Such uses or disclosures are:

- when a State or Federal law mandates that certain health information be reported for a specific purpose;
- for public health purposes, such as contagious disease reporting, investigation or surveillance; and notices to and from the Food and Drug Administration regarding drugs or medical devices;
- disclosures to governmental authorities about victims of suspected abuse, neglect or domestic violence;
- uses and disclosures for health oversight activities, such as for the licensing of doctors; for audits by Medicare or Medicaid; or for investigation of possible violations of health care laws;
- disclosures for judicial and administrative proceedings; such as in response to subpoenas or orders of courts or administrative agencies;

- disclosures for law enforcement purposes, such as to provide information about someone who is or
 is suspected to be a victim of a crime; to provide information about a crime at our office; or to
 report a crime that happened somewhere else;
- disclosure to a medical examiner to identify a dead person or to determine the cause of death; or to funeral directors to aid in burial; or to organizations that handle organ or tissue donations;
- uses or disclosures for health-related research;
- uses or disclosures for specialized government functions, such as for the protection of the president or high-ranking government officials; for lawful national intelligence activities; for military purposes; or for the evaluation and health of members of the foreign service;
- disclosures relating to worker's compensation programs;
- disclosures to business associates who perform health care operations for us and who agree to keep your health information private.

CONFIRMATION OF APPOINTMENTS

We may call, text or email to remind you of scheduled appointments with your permission given on this consent form.

OTHER DISCLOSURES

We will not make any other uses or disclosures of your health information unless you sign a written authorization form. You do not have to sign such a form. If you do sign one, you may revoke it at any time unless we have already acted in reliance upon it.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

The law gives you many rights regarding your health information. You can:

- Ask us to restrict our uses and disclosures for purposes of treatment (except emergency
 treatment), payment or health care operations. We do not have to agree to do this, but if we
 agree, we must honor the restrictions that you want. To ask for a restriction, send a written
 request to Tina Souder at the address or fax number shown at the beginning of this Notice.
- Ask us to communicate with you in a confidential way, such as by phoning you at work rather
 than at home or by mailing health information to a different address. We will accommodate
 these requests if they are reasonable, and if you pay us for any extra cost incurred. If you
 want to ask for confidential communications, send a written request to Tina Souder at the
 address or fax number shown at the beginning of this Notice.
- Ask to see or to get photocopies of your health information. By law, there are a few limited situations in which we can refuse to permit access or copying, for example, "Psychotherapy Notes" have special protection under HIPPA and are not accessible by patients or insurance companies. For the most part however, you will be able to review or have a copy of your health information within 15 business days of asking us. You may have to pay for photocopies in advance. If we deny your request, we will send you a written explanation, and instructions about how to get an impartial review of our denial if one is legally required. By law, we can have one 30-day extension of the time for us to give you access or photocopies if we send you a written notice of the extension. If you want to review or get photocopies of your health information, send a written request to Rolling Plains Counseling & Wellness Center at the address or email shown at the beginning of this Notice.
- Ask us to amend your health information if you think that it is incorrect or incomplete. If we agree, we will amend the information within 60 days from when you ask us. We will send the corrected information to persons who we know got the wrong information, and others that you specify. If we do not agree, you can write a statement of your position, and we will include it with your health information along with any rebuttal statement that we may write. Once your

statement of position and/or our rebuttal is included in your health information, we will send it along whenever we make a permitted disclosure of your health information. By law, we can have one 30-day extension of time to consider a request for amendment if we notify you in writing of the extension. If you want to ask us to amend your health information, send a written request, including your reasons for the amendment to Rolling Plains Counseling & Wellness Center at the address or email shown at the beginning of this Notice.

- Get a list of the disclosures that we have made of your health information within the past six years (or a shorter period if you want), except disclosures for purposes of treatment, payment or health care operations and some other limited disclosures. You are entitled to one such list per year without charge. If you want more frequent lists, you will have to pay for them in advance. We will usually respond to your request within 60 days of receiving it, but by law we can have one 30-day extension of time if we notify you of the extension in writing. If you want a list, send a written request to Rolling Plains Counseling & Wellness Center at the address or email shown at the beginning of this Notice.
- Get additional paper copies of this Notice of Privacy Practices upon request, no matter
 whether you got one electronically or in paper form already. If you want additional paper
 copies, send a written request to Rolling Plains Counseling & Wellness Center at the address
 or email shown at the beginning of this Notice.
- Texas law permits access to a minor or elderly person's medical records by that minor/elderly person's parent and/or guardian.

OUR NOTICE OF PRIVACY PRACTICES

By law, we must abide by the terms of this Notice of Privacy Requirements until we choose to change it. We reserve the right to change this notice at any time in compliance with and as allowed by law. If we change this Notice, the new Privacy Practices will apply to your health information that we already have as well as to such information that we may generate in the future. If we change our Notice of Privacy Practices, we will have copies available in our office.

COMPLAINTS/GRIEVANCES

If you think that we have not properly respected the privacy of your health information, you are free to make a complaint to us or to the U.S. Department of Health and Human Services, Office for Civil Rights. If you would like to make a complaint to us, send a written complaint to Rolling Plains Counseling & Wellness Center, 1510 15th St. Wellington, Texas 79095 or scan and email the complaint to our office at tina.souder@soudercounseling.com.

I also acknowledge that I may submit a Grievance to the Provider at any time to register a complaint about any aspect of my care. If I am not satisfied with the responses I receive, I may submit the Grievance to the address below:

To report a rules violation by this licensee, contact the appropriate Board:

- Texas State Board of Examiners of Licensed Professional Counselors
- Texas State Board of Examiners of Marriage and Family Therapists
- Texas State Board of Social Work Examiners

At the following common address:

Texas Behavioral Health Executive Council

George H.W. Bush State Office Bldg. 1801 Congress Ave., Ste. 7.300 Austin, TX 78701 (1-512-305-7700)

FOR MORE INFORMATION

If you want more information about or Privacy Practices, call or visit Rolling Plains Counseling & Wellness Center at the address or phone number listed at the beginning of this Notice.