



•Manhattan Mental Health Services LLC•

555 Poyntz Avenue  
Suite 243  
Manhattan, KS 66502  
P 785.537.6051  
F 844.222.3691

<http://www.manhattanmentalhealthservices.com>

## **MANHATTAN MENTAL HEALTH SERVICES OUTPATIENT SERVICES CONTRACT**

Welcome to Manhattan Mental Health Services, LLC (MMHS). This document contains important information about our professional services and business policies. Please read it carefully and jot down any questions you might have so that they can be discussed at your next meeting. When you sign this document, it will represent an agreement between you and Manhattan Mental Health Services, LLC.

### **PSYCHOLOGICAL SERVICES**

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and patient, the problems you bring forward, and there are various methods your psychologist might use to address your concerns. Unlike medical doctor's visits, psychotherapy calls for active effort on your part, and to achieve the most success, you will have to work on things we discuss both during sessions and at home.

Psychotherapy can have benefits and risks. Since therapy often involves exploring unpleasant aspects of your life, you may experience uncomfortable feelings, like sadness, guilt, anger, and helplessness. On the other hand, psychotherapy is shown to have benefits for people who go through it. While there are no guarantees about what you might experience, therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress.

Our first session will involve an evaluation of your needs. By the end of that evaluation, we 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 the aforementioned information along with your own opinions of whether you feel comfortable working with us. Therapy involves a large commitment of time, money, and energy, so you should be careful about the therapist you select. If you have doubts or questions about fit, we will be happy to help connect with another mental health professional for a second opinion.

As psychologists, we do not prescribe medication. Medication is prescribed by medical professionals, for example, psychiatrists, primary care doctors, and psychiatric nurse

practitioners, etc. We often coordinate efforts with other treatment providers and there may be times when we will refer you for a consultation to a prescribing provider to obtain medication.

### **MEETINGS**

We normally conduct an initial evaluation that lasts between 75 to 90 minutes. During this time, we can both decide if MMHS is the best fit to provide the services you need to meet your treatment goals. If psychotherapy is begun, we will usually schedule one therapeutic hour session (approximately 45-50 minutes duration) per week at a time we agree on, although some sessions may be longer or more frequent. MMHS offers in-person and telehealth appointments. Once an appointment hour is scheduled, you will be expected to pay for it unless there are extenuating circumstances, or you give at least **24 hours** advance notice. If it is possible, we will try to find another time to reschedule the appointment, though we cannot guarantee that appointment will take place the same week. For circumstances that do not meet these requirements, there will be a fee of **\$55**.

### **PROFESSIONAL FEES**

MMHS's fee for the initial evaluation is **\$200** and our hourly fee is **\$175**. Given that we work with various insurance companies, our fee schedule is agreed upon ahead of time with that company. In the event you forgo insurance and pay out-of-pocket, the hourly fee at MMHS is **\$175**. For cash clients, please review the Good Faith Estimate provided to you by your clinician. In addition to weekly appointments, we charge this amount for other professional services you may need, though we will break down the hourly cost if the work is for periods of less than one hour. Other services include telephone conversations lasting longer than **15** minutes, attendance at meetings with other professionals you have authorized, preparation of records or treatment summaries, and the time spent performing any other service you may request. You will be informed of any other additional fees before services are rendered. If you become involved in legal proceedings that require participation on the part of MMHS, you will be expected to pay for that professional time even if MMHS is called to testify by another party. Because of the difficulty of legal involvement, there is a charge of **\$420** per hour for preparation and attendance at any legal proceeding.

### **BILLING AND PAYMENTS**

MMHS utilizes QuickBooks Online for taking payments. Your bill/invoice will include your name, the date of service, and the amount owed. The invoice is sent to the email address you provide and is generated by the professional biller Anne Weber with Annefficiency, LLC. Any questions about billing and/or payments should be directed to Ms. Weber at 316-393-9124 or [anne@annefficiency.com](mailto:anne@annefficiency.com). Be aware that Annefficiency, LLC does not have access to your treatment records, and only has access to your insurance and billing information. Sometimes your email might view our invoices as spam, and as a result we recommend regularly checking your spam folder. If your bill is past due, you will be contacted by Ms. Weber, who can take your payment over the phone.

Payment schedules for other professional services will be agreed to when they are requested. In circumstances of unusual financial hardship, we may be willing to negotiate a fee adjustment or create a payment installment plan. Please keep in mind that these arrangements will be made with the insurance contract in mind as MMHS is bound by those rules and regulations.

If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, MMHS has the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim. In most collection situations, the only

information released regarding a patient's treatment is his/her name, the nature of services provided, and the amount due. Services will be terminated until such time that a payment or a payment plan is established. In the event of a crisis, services will not be terminated until that person has become stabilized. Please note that this does not preclude the patient from paying the remaining balance and any additional charges for crisis services will be added to the balance.

Checks that are returned will be assessed a \$30.00 returned check fee to cover bank costs. Trades, Barter and In-kind payments are not allowed. While the sentiment is appreciated, we are not allowed to accept favors and/or gifts.

### **INSURANCE REIMBURSEMENT**

For us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. MMHS will fill out forms and provide you with whatever assistance we can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of fees. Therefore, it is important you find out exactly what mental health services your insurance policy covers.

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. Of course, MMHS will provide you with whatever information we can based on our experience and will be happy to help you in understanding the information you receive from your insurance company. If it is necessary to clear confusion, MMHS will be willing to call the company on your behalf.

You should also be aware that most insurance companies require you to authorize MMHS and your therapist to provide them with a clinical diagnosis. Sometimes insurance is provided additional clinical information such as treatment plans or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files. Though all insurance companies claim to keep such information confidential, MMHS has no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. MMHS will provide you with a copy of any report submitted if you request it.

It is important to remember that you always have the right to pay for services yourself to avoid the problems described above unless prohibited by contract.

### **CONTACTING MANHATTAN MENTAL HEALTH SERVICES**

Manhattan Mental Health Services is often not immediately available by telephone. While we are usually in the office Monday thru Friday between 9:00 AM and 5:00 PM, the phone will most likely not be answered when a clinician is with a patient. When unavailable, our telephone is answered by a voicemail that is monitored frequently. MMHS will make every effort to return your call on the same day you make it, apart from weekends and holidays. If you are difficult to reach, please provide information about some times when you will be available. If you are unable to reach us and feel that you can't wait for a return call, contact, or make your way to the nearest emergency room and ask for the psychiatrist or mental health professional on call. If for some reason all the clinicians at MMHS are unavailable for an extended period of time, you will be provided with the name of a colleague to contact, if necessary.

### **PROFESSIONAL RECORDS**

The laws and standards of our profession require that our office keep treatment records. You are entitled to receive a copy of your records, or MMHS can prepare a summary for you instead.

Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. Therefore, if you wish to see your records, we recommend that you review them in our presence so that we can discuss the contents. Patients will be charged an appropriate fee for any professional time spent responding to information requests.

### **SOCIAL NETWORKING & DUAL RELATIONSHIPS**

Dual relationships are not allowed. Once we have a therapist-client relationship, therapists at MMHS cannot have a social, acquaintance, friendship, or business relationship. Sexual intimacy between a client and therapist is never appropriate and should be reported to the governing board immediately. The therapists at MMHS do not have relationships with clients through personal social media (e.g. Facebook, Twitter, Instagram) or professional social media (e.g. LinkedIn) though clients may choose to 'follow' any MMHS professional, not personal online presence for resources and information.

### **CONFIDENTIALITY**

In general, the privacy of all communications between a patient and a psychologist is protected by law, and MMHS can only release information about our work to others with your written permission. But there are a few exceptions.

In most legal proceedings, you have the right to prevent MMHS from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order your therapist's testimony if the judge determines the issues demand it.

There are some situations in which MMHS is legally obligated to take action to protect others from harm, even if it means revealing some information about a patient's treatment. For example, if it is believed that a child, elderly person, or disabled person is harmed or being abused, MMHS is required by law to file a report with the appropriate state agency.

If it is believed that a patient is threatening serious bodily harm to another, MMHS is required by law to take protective actions. These actions may include notifying the potential victim, contacting the local authorities, or seeking hospitalization for the patient. If the patient threatens to harm himself/herself, themselves, MMHS and your therapist might be obligated to seek hospitalization, to contact family members, or others (including the local authorities) who can help provide protection.

These situations have rarely occurred in our practice. If one of the aforementioned situations occur, MMHS will make every effort to fully discuss it with you before taking any action.

It is occasionally helpful to consult other professionals about a case. During a consultation, MMHS makes every effort to avoid revealing the identity of patients. The consultant is also legally bound to keep the information confidential. If you don't object, you will not be informed about these consultations unless it is deemed to be important to our work together.

Please note that your agreement may not prevent a judge from requiring our testimony, even though MMHS will not do so unless legally compelled. If MMHS is required to testify, we are ethically bound not to give an opinion about either parent's custody, visitation suitability, or fitness. If the court appoints a custody evaluator, guardian ad litem, or parenting coordinator, MMHS will provide information as needed, if appropriate releases are signed or a court order is provided, but MMHS will not make any recommendation about the final decision(s). Furthermore, if MMHS is required to appear as a witness or to otherwise perform work related to

any legal matter, the party responsible for our participation agrees to reimburse at the rate of **\$420** per hour for time spent traveling, speaking with attorneys, reviewing and preparing documents, testifying, being in attendance, and any other case-related costs.

Your signature below or e-signature via the Therapy Notes Patient Portal indicates you have read the information in this document and agree to abide by its terms during our professional relationship.

\_\_\_\_\_  
(Signature of client)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Date of birth)