

# Practice Policies

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Riser and Tread, LLC

Lexington: 49 Waltham Street, second Floor, Lexington, MA 02420

Newton: 246 Walnut Street., unit 104, Newton, MA 02460

888-695-7775

## RISER AND TREAD PRACTICE POLICIES

### INSURANCE:

RISER AND TREAD, LLC is an out-of-network company (OON). Riser and Tread does not panel/contract with any insurance agency. Riser and Tread supports clients with the insurance reimbursement process. The responsibilities are outlined below:

- Riser and Tread Insurance support:
  - Automatically generate and send Superbills (last day of the month) to Clients to Submit to their insurance agencies. Superbills contain ALL necessary information needed to process OON reimbursements

Riser and Tread does not accept any form of payment/reimbursement from insurance agencies, which includes mailed checks or online digital payments. **If an insurance agency sends a check we inform the client to follow up with their insurance agency, and then we will shred the check.** It is the responsibility of the client to seek reimbursement.

### APPOINTMENTS AND CANCELLATIONS.

Our fees are \$295 for the initial assessment and \$195 for ongoing individual sessions. Please remember to cancel or reschedule 48 hours in advance. You will be responsible for the entire fee if cancellation occurs less than 48 hours. The standard meeting time for psychotherapy is 45 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 45-minute session needs to be discussed with the therapist in order for time to be scheduled in advance. Cancellations will be subject to a full charge if NOT RECEIVED AT LEAST 48 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. In accordance with Massachusetts state law, all clients must physically be in the state of MA during their time of services.

### ADDITIONAL COSTS FOR OUT OF SESSION CALLS

All additional time spent outside of direct client work will be charged at a rate of \$50 for every 15 minute increment. Additional time includes:

- Handling of insurance reimbursements, phone calls, and paperwork to/with insurance companies.
- Calls to the client: Any
- Calls to family members: Sometimes additional information from family members is required, especially if the client is a child.
- Case consultation between provider: A documented meeting of at least 15 minutes' duration, either in person, by telephone, or mail between the treating provider and other behavioral health/medical clinicians or physicians, concerning an individual who is a client of the behavioral health provider.
- Collateral contact: This is a call to a person with a source of information that is knowledgeable about the client's situation and serves to support or corroborate information provided by a client. That person would include, but is not limited to, school and day care personnel, state agency staff, human services agency staff, court appointed personnel, religious/spiritual leaders, and/or other community resources (in-other-

words, collateral contacts are between anyone else in the client's life who is not a provider). It is also a documented meeting of at least 15 minutes' duration, not only by phone but also in person, or mail.

**BILLING:**

All clients are required to have a credit card on file for processing fees and services, as payment is due at time of service. Should a client payment not go through for any reason and/or a balance on the account accumulate, sessions will be paused until the account balance is in good standing at \$0 owed. Riser and Tread DOES NOT accommodate the splitting of session costs, or alternating payments between two cards. Clients are required to have a single card on file. If parents and/or caregivers are splitting costs of services it is the responsibility of both parties to settle those balances outside of Riser and Tread. In the event a balance goes unpaid, Riser+Tread will make several attempts via phone/text/email/letter (depending on client communication preferences) to reach out to the client for payment. If no payment is provided after several attempts, the account will be referred to a collection agency and could impact personal credit.

**TELEHEALTH ACCESSIBILITY:**

If you need to contact your clinician/coach between sessions, please send an email. Please note that Face-to-face sessions are highly preferable to Telehealth sessions. However, in the event that you are out of town, sick or need additional support, Telehealth sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

**INCLEMENT WEATHER:**

In the event of inclement weather, jeopardizing the safety of client and/or clinician when traveling to/from an in-person session, we will switch the session to telehealth for convenience and to ensure treatment continuity. You may choose to cancel/reschedule this session, which is acceptable provided more than 48 hours notice is provided.

**SOCIAL MEDIA AND TELECOMMUNICATION:**

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up directly with your clinician/coach to discuss in more detail. By signing this consent you agree to be placed on the Riser and Tread Listerv. This Listerv will be used to communicate upcoming events, news, closings, etc. You may at any time unsubscribe from said Listerv.

**ELECTRONIC COMMUNICATION:**

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we may try to return messages in a timely manner, we cannot guarantee an immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telehealth by the State of Massachusetts. Under the law, telehealth is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that: (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. (2) All existing confidentiality protections are equally applicable. (3) Your access to all medical information transmitted during a telehealth consultation is guaranteed, and copies of this information are available for a reasonable fee. (4) Dissemination of any of your identifiable images or information from the telehealth interaction to researchers or other entities shall not occur without your consent. (5) There are potential risks, consequences, and benefits of telehealth. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access

to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

**MINORS:**

If you are a minor, your parents may be legally entitled to some information about your therapy. Your clinician/coach will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

**TERMINATION:**

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the psychotherapy is not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, we will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, we must consider the professional relationship discontinued.

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

Parent/Guardian #1

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

Parent/Guardian #2