



# Policies and Procedures

## Office Hours:

Just Be Rooted office hours are by appointment only. Please call and leave a message with your therapist should you need to talk outside of your regularly scheduled appointment time.

## Appointments:

Please arrive 15 minutes prior to your scheduled appointment to allow time to review your chart.

- I understand that if I fail to give at least 48-hour notice prior to canceling or rescheduling my appointment, I will be charged a **LATE FEE** of \$30.
- I understand that I will be charged a **NO-SHOW FEE** totaling the full amount of the session missed if I fail to show for my appointment.
- I understand that I am responsible for knowing my co-payment amount once discussed and my deductible amount if insured.
- I understand that I will be charged a \$10 service charge if I fail to make my payment at the time of my appointment.
- I understand that these charges are an out-of-pocket expense and that my insurance provider will not cover these charges.
- I understand that the therapy session will last between 30-60 minutes depending on the type of service provided.
- I understand that the creative expression session will last between 60-90 minutes depending on the type of service provided.
- I understand that if I am late to the appointment, I will still have to end the session at the allotted time.
- I understand that if I am late, I am still responsible for paying the full amount due for the session.

## **Payment of Services**

It is the client's responsibility to make payments for all services provided at time of appointment via credit card (via Square payment system), cash, or check. Payments made through the SimplePractice system are secure and will be completed at the time the client's chart is reviewed for billing. The client making payments through SimplePractice adheres to the policies of the Stripe payment system.

All payments not made within 30 days of service and/or when the invoice was sent will be seen as "refusal to pay" and subject to being sent to a collection service. Written correspondence will be sent to the client two weeks before payment is sent to a collection service with an opportunity to arrange a payment plan with Just Be Rooted. Payment plans will be offered on a case-by-case basis and determined by the client and provider. Payment plans will be noted in the client's chart as an administrative note.

The method of payment is kept secure and encrypted in SimplePractice for confirmation of first appointment. Additional sessions and other fees are collected on a weekly-monthly basis, per agreement. It is your responsibility to maintain a method of payment on file that is up to date. Please see above charges for when payments are declined or delayed.

## **Insured Client Responsibility**

It is the client's responsibility to notify Just Be Rooted with any insurance changes and to obtain any required authorizations. Just Be Rooted will submit claims to the insurance company on file. Per contractual agreement with insurance companies, Just Be Rooted must collect all co-payment and/or deductibles due. Co-payment and/or deductibles are due at the time of the appointment. If the insurance company does not cover the cost of service provided, the balance will become your responsibility.

## **Beats**

Once a binaural, bilateral, or meditation beat has been completed and sent to you, you understand a response is needed within 48 HOURS. Your response should entail confirmation that the music file has been received, the music file is playable, and whether or not your musical expectation has been met. You will obtain a follow-up email from your artist within one week of the beat being sent.

## **Contacting Your Therapist/Artist**

You may leave a confidential voicemail for your therapist or artist 24 hours a day, 7 days a week. Telephone calls will be returned between 8:00 am and 4:00 pm Tuesday through Thursday, unless otherwise arranged.

Email and text messaging may be used within the client portal or through a secure number for periodic business communication; including confirmation

of appointments and to communicate changes that may impact scheduled appointments.

Email or text messaging will NOT be used as a means of counseling or therapeutic exchange (unless in appropriate circumstances). In the case of an emergency, please call 911. Our office is not a crisis center and, therefore, is not staffed 24 hours.

### **Minors**

If you are a minor, your parents or legal guardian may be legally entitled to some information about your counseling or creativity services. This will be discussed with you and your parents/legal guardian what information is appropriate for them to receive and which issues are more appropriately kept confidential.

### **Telehealth Services**

"The use of telehealth technology by Florida or Georgia licensed healthcare practitioners for the purpose of providing patient care within the state of Florida or Georgia is not precluded by Florida or Georgia law. Telehealth technologies may be employed for patient care as long as such technologies are used in a manner that is consistent with the standard of care."

Florida licensed mental health professionals of Just Be Rooted can only offer online therapy services to residents in the state of Florida. Georgia licensed mental health professionals of Just Be Rooted can only offer online therapy services to residents in the state of Georgia.

All artists of Just Be Rooted can offer all services online to residents of all states, countries, and provinces (depending upon age of client or requested modality).

Teleservices will be provided through SimplePractice's HIPAA compliant video conferencing software after an initial assessment regarding if online therapy is appropriate for each client.

### **Release of Records**

All clients or parents/legal guardians must complete and sign a release of information authorizing Just Be Rooted to provide any information to another. Record requests may take up to 15 business days to complete.

### **Client 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.

A termination process will occur if it is determined that counseling or creativity services are no longer in need, are not being effectively used, or if you are in default on payment. The therapeutic relationship will not be terminated without first discussing and exploring the reasons and purpose of termination.

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

If therapy is terminated for any reason, or if you request another therapist or artist, we will provide you with a referral list of qualified therapists. You may also choose someone on your own or from another referral source.

### **Client Acknowledgement**

By signing this, I,

\_\_\_\_\_ hereby state that I have read, understand, agree to the above stated terms and stipulations regarding the services I receive from Just Be Rooted.

\_\_\_\_\_  
\* Client Signature:

\*Date: \_\_\_\_\_

\_\_\_\_\_  
Legal Guardian/Representative Name (if applicable)

\_\_\_\_\_  
Legal Guardian/Representative Signature (if applicable)

Date \_\_\_\_\_