

Welcome Packet for Brain Revamp Clinic LLC Clients

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Please read the
following
information.

Frequently Asked Questions about **MONEY & THERAPY**

Hello,

Most people probably don't read through the multiple pages of intake consents.

So, let's quickly review some of the most important policies that routinely come up & that I'm finding are best addressed up front:

- Money you could owe (to make sure you're not caught off guard)
- Your expectations about therapy (to make sure we are on the same page)

I'm Angelica and if you prefer Angie

I totally love what I do and sincerely want to be of help.

There is no where else I'd rather be; there's nothing else I'd rather be doing.

Please ask me any questions you like,

and just know that I really look forward to getting to know you.

OFFICE MANAGEMENT

- Angelica does **ALL** your appointment scheduling, billing(via Alma, Headway, Uplift, or any other corresponding insurance biller I'm working with for your particular insurance), updates to your credit card, insurance, or contact information, etc.
- Even if you alert me to updates in session, you'll still need to update me again yourself via telephone or email.
- On average, appointments are booked approximately every 1-2 weeks - but this is adjusted according to needs as they change.
- For secure information you may contact me via angelica@brainrevampclinic.com which is my HIPPA compliant/secure email system or via my EHR company: Simple Practice which is HIPPA secure & is used for PHI/sensitive information/digital signatures.

\$70 Late Cancellation Fee

3 WAYS YOU WILL BE CHARGED

1. If you cancel under 24hrs
2. If you are late to your session by more than 15 minutes (regardless of payer source)
3. If we cannot ethically bill your insurance for the full session time because:
 - You wish to end your session early because you need to leave/do not have much to talk about
 - You're doing couples therapy & the insured person is not in session

We Are Sticklers!

YOU WILL STILL BE CHARGED IF YOU....

- Are sick, called into work, do not have phone/internet connection, need to care for someone, etc.
- Cancel 1 minute over the 24hr mark
- Cancel, but then decide you want to keep your session
- Told me in session you were canceling, but did not tell our office manager Angelica who manages the calendar
- Thought you canceled, but it wasn't clear to our office or we didn't receive your email
- Didn't think you canceled, but the way you inquired about switching appointment times close to the 24hr mark seemed to us as though you were
- We are lucky and can still fill your spot (this is difficult to do last minute, often when our office manager isn't working)

How To (Correctly) Cancel An Appointment

SO YOU'RE NOT CHARGED \$70

- Email, don't call (so we both can have a time-stamped receipt)
- Start a new email that only addresses your cancellation
 - Don't respond to a thread
 - Don't bury the cancellation in paragraphs about other things
- Subject line should read "Cancellation (Date)"
- Wait for our response confirming your cancellation- if you don't hear from us, we didn't receive your cancellation

Your Appointment

- If you are running late you may text me at 786-383-2779.
- Have your phone nearby in case an internet connection cannot be made or is interrupted.
- No driving during therapy appointments - you'll need to pull over, safety first!!

No Therapy Between Sessions

- I cannot respond to or read emails
- Any paperwork you need completed needs to be done during your session time
- I cannot provide quick calls or crisis therapy between appointments- email Angelica requesting an earlier appointment and/or to be placed on the Wait List for cancellations
- The only exception is for an “immediate life-threatening emergency” in which you cannot keep yourself safe from taking your life or harming another after having used all your tools/supports. Alert us BY EMAIL if this is the case.

Exceptions to Confidentiality

- EAP/Insurance
- Immediate harm to yourself or others
- Concern for harm to a child, the elderly, or a person with special needs
- Subpoenaed by a judge
- You sign a release
- You dispute a valid credit card charge (i.e. \$70 Late Cancellation Fee)

Focused Therapy

- **My practice is geared towards focused therapy and our work will reflect this.** Focused therapy is like physical therapy to fix an injury: some difficult feelings, requires active efforts during your session AND active efforts on your own between your sessions.
- Insurance requires that our time be focused- just like physical therapy.
- I've found that the more conscious/intentional (focused) you are about each and every session, the more you will get out of therapy.

My “Medical Necessity” Obligations

Insurance contracts do not cover supportive counseling. Instead, they require that there be a:

- Medical diagnosis from the Diagnostic Statistical Manual-5
- Formal treatment plan with objective/measurable goals that are routinely updated
- Acute symptoms documented for every session's progress note
- Professional/skilled therapeutic interventions for every session's progress note
- Some form of resolution (i.e. progress towards goals, decrease in session frequency, discharge)

Your Job- NEXT SESSION WORKSHEET

- You have an active role in leading each therapy session
- I will lead the first two sessions only to get background information, but then our work pivots to you leading
- **After this, fully read my Next Session Worksheet.**
- Use my Next Session Worksheet (available in your Simple Practice portal or on my website) **before every session** to ensure that your therapy is focused.
- Do not send me your Next Session Worksheet- keep it with you for your next session.

Feedback

- All of your feedback is welcomed & actually some of the most helpful information for me!
- Our work together is unique, but how you communicate with me is also practice for all your other relationships
- I definitely, always want you to tell me if:
 - Something I am doing isn't helpful or you disagree
 - You feel hurt or confused by something I said
 - You have an idea of what would be more helpful

Ending Therapy

- Together we will review your Treatment Plan over the course of therapy and decide when it feels right to close
 - Ideally, we will have a few sessions prior to you ending to discuss your overall experience and particular tools you'll carry forward on your own
 - On average, people tend to stay in therapy for 6 months to one year. However, I have some clients who've been with me for several years. And I have many clients who end therapy but return later for a short while for some extra booster sessions
- However, if it's been 30 days since you last booked an appointment and you don't respond with an appointment after we reach out, we'll assume you wish to end therapy and we will discharge you

Referrals for the Right Fit

The other possibility is that if I cannot meet your therapeutic needs, we will need to discuss some alternatives including providing referrals to other therapists. This can happen when:

- You don't feel that I am the best fit for you or if you're not feeling particularly motivated
- I do not have the skill set/specialization/have enough experience for your care (e.g. trauma work, addictions, eating disorders, and children/parenting, etc)
- I do not have enough appointments available to meet the appropriate level of care needed (i.e. for frequency/consistency, especially around issues of self-harm, etc)
- Telehealth is not an appropriate format for certain issues (e.g. safety issues to yourself or others and other sensitive topics better served in-person)
- You no longer meet the "medical necessity" criteria & do not want to switch to self-pay for Supportive Counseling

Once A Client, Always A Client

- Unfortunately, I cannot have a friendship or any other dual-relationship with you, ever
- Even if you are no longer an “active client” (you are discharged), you are still considered a “client”
 - Positives: You can always to return as a “new client” if needed
 - Boundaries: You can update me on how you are doing from time to time, but I cannot be your “friend,” initiate communication, share in banter, or provide support outside of a formal session

Thank you for reading,
I'm really looking forward to meeting you.