



Centerville Clinic
7039 20th Ave. S., Centerville, MN 55038
Phone: 651-288-0332 Fax: 651-288-0493

White Bear Lake Clinic
4444 Centerville Rd. Suite 235, White Bear Lake, MN 55127
Phone: 651-289-3111 Fax: 651-289-3113

IMPORTANT INFORMATION ABOUT YOUR CARE AT CENTERLIFE COUNSELING

The following information is to help you understand your rights and responsibilities as well as the policies of CenterLife Counseling. Please take time to read this in its entirety. If you have questions, please discuss them with your therapist.

Your Insurance Company:

CenterLife Counseling accepts numerous types of insurance plans. It is your responsibility to find out if your insurance will cover services. We strongly recommend that you call your insurance company prior to receiving services, as many insurance plans require pre-authorization. If there are changes in your insurance coverage, you will need to update and inform CenterLife Counseling as soon as changes occur in order to assure correct billing.

CenterLife Counseling will file claims for services with your insurance carrier, including both primary and secondary contracted insurance plans. Insurance plans may request medical records to verify dates of service for payment. CenterLife will release records upon request for verification purposes. CenterLife will receive payment directly from your insurance company and/or Medicaid and Medicare. You are responsible for the yearly deductible, co-payments, and for any other services not covered by insurance or other supplemental coverage. In compliance with health insurance contracts, CenterLife Counseling cannot waive co-payments or co-insurance amounts due. (See Financial Policy)

Some services are not covered by your insurance, Medicaid, or Medicare. Although most insurance companies do not pay for couples/family therapy, they may pay if there is a mental health diagnosis that is significantly contributing to the dysfunction in the couple/family relationship.

Fee Schedule:

Diagnostic Assessment:

More than one diagnostic session may be needed; each session is billed at \$230.

Psychotherapeutic sessions: Fees are based on the length and type of psychotherapeutic session provided.

Psychological Testing: \$200.00 per hour (# of hours vary based on type of testing provided)

Chemical Dependency Assessment: \$250.00 - \$400.00 (Private Pay Only)

Additional fees for reports/letters, phone consultations, and therapy groups may apply. Some or all of the above services may not be covered by your insurance and will be billed at an hourly rate. Please consult your therapist with questions.

Missed Appointments:

Our cancellation policy requires a 24-hour notice to avoid cancellation fees. This is a business 24-hour notice, so that we have time to offer the appointment to another client. For example, we need to be notified by 10 a.m. Monday to cancel a 10 a.m. appointment on Tuesday; by 10:00 a.m. Friday to cancel a 10:00 a.m. appointment on Monday.

A charge of \$75 will be applied to your account for appointments that are missed or canceled with less than 24-business-hours' notice. Insurance does not cover this charge, and it will be billed as your responsibility. Please help us serve you better by keeping scheduled appointments. Because we have many people who are waiting for appointments, clients who frequently (more than two times) miss or fail to cancel their appointments without a 24-hour notice may not be rescheduled and may be subject to "Same Day" scheduling. Charges for "emergency" cancellations will be evaluated.

Confidentiality:

Most of the information a Mental Health Professional collects about you will be classified as confidential. However, when insurance is involved, CenterLife Counseling does not have control over and cannot assure its clients of confidentiality. That means that employees of the insurer and employees of contracted organizations of the insurer all have access to your chart. This is provided for in the insurance policy between you and your insurance company.

The client record is legally the property of CenterLife Counseling. However, clients may have access to information contained in the file, except in those cases where the release of such information may be deemed harmful to the client's well-being. Information can be released to others only upon written, informed consent of the client.

In a few cases, information is unavailable to a client. Certain confidential data may be available only to the Mental Health Professional and particular government agencies. Classified material falling into this category might deal with adoption, civil or criminal investigations, some medical data, and the names of persons who report suspected abuse of children or vulnerable adults.

Exceptions to Privacy:

All CenterLife Counseling employees and Mental Health Professionals have an obligation to respect your right to confidentiality for the information you share within the clinical setting. Confidentiality is governed by federal law (HIPAA) and by state law. The following is a list of situations in which you may lose your right to confidentiality.

- We are obligated to report any maltreatment of minors and vulnerable adults. This includes physical and sexual abuse and neglect.
- We are obligated to report any prenatal exposure to controlled substances.
- We are obligated to report any serious harm you intend to inflict on yourself or another.
- We are obligated to share information, if directed by a Court Order, to conform to state or federal laws, rules, or regulations.
- We are obligated to share information with licensing boards, which is pertinent to a disciplinary proceeding involving a licensed provider.
- In order to receive payment from your insurance carrier, we are obligated to provide them with the records they request to determine medical necessity for payment of services.

If you are a minor, you have a limited right to privacy in that your parents/guardians may have access to your records. However, if the therapist believes that sharing information will be harmful to you, confidentiality will be maintained to the limits of the law.

There are instances in which other individuals associated with CenterLife have duties that require access to information about you for billing, case consultations, and bookkeeping purposes. All employees and/or contracted workers sign a confidentiality agreement and are obligated to protect your confidentiality according to the federal and state laws.

CenterLife Counseling Mental Health Professionals meet for case consultation with the other Mental Health Professionals at CenterLife Counseling. During those meetings, your case may be reviewed. Mental Health Professionals seeing members of the same family or significant others may discuss your case and request that you sign a Release of Information. If you have questions or concerns about this, please speak to your therapist.

Children Visiting Our Facility:

If children accompany a client, please be advised that our staff cannot assume responsibility for caring for them in the reception area. Children under age 10 cannot be left in the reception area unless accompanied by a person specifically responsible for their care.

Emergencies:

Listed below are some phone numbers you may want to keep with you in case of emergency and if your therapist is not immediately available.

First Call for Help

612-335-5000

Abuse Victims can call

651-646-0094

Crisis Connection

612-379-6363

Hennepin County Medical Center: Crisis Center

612-873-3161

Behavioral Emergency Center – University of MN Medical Center

612-672-6600

Metro Area Mental Health Crisis Response

Anoka County		763-755-3801
Carver/Scott		952-442-7601
Chisago		1-800-523-3333
Dakota		952-891-7171
Washington		651-777-5222
Ramsey	Adult	651-266-7900
	Children	651-774-7000
Hennepin	Adult	612-596-1223
	Children	612-348-2233

Client Bill of Rights:

Consumers of professional mental health services have the right:

- to expect that the professional consulted has met minimal qualifications of training and experience commensurate with service requirements and in accordance with professional and/or disciplinary standards;
- to be informed of the credentials of those by whom they are served;
- to be informed of the cost of professional services prior to receiving those services;
- to privacy as defined by rule and law;
- to be free from being the subject of discrimination on the basis of race, religion, gender, age, sexual orientation, national origin, marital status, previous incarceration, disability, or public assistance status while receiving services;
- to have access to their records as provided in Minnesota Statutes, section 144.335 subdivision 2;
- to be free from exploitation for the benefit or advantage of a therapist;
- to courteous treatment and to be free from verbal, physical, or sexual abuse by CenterLife staff;
- to a coordinated transfer of care when there needs to be a change of providers;
- to assert their rights without retaliation; and
- to choose freely among available mental health professionals and practitioners in the community and to change providers after mental services have begun within contractual limits of the client's health insurance (if any).

Other Rights:

- A client has the right to refuse to give any information. (However, by not providing necessary information, it is likely that the client will not benefit fully from the assistance being sought.)
- A client has the right to challenge the accuracy of any of the information contained in their records. If a client wants to challenge any information, he/she should talk with his/her therapist first. If this does not resolve the matter, the client can contact the Client Services Committee: Client Services Committee, CenterLife Counseling, 7039 20th Ave S, Centerville, MN, 55038. A challenge must be answered within 30 days.
- A client has the right to insert her/his own explanation of anything she/he objects to in her/his records.

Client's Responsibilities: Along with rights there are also responsibilities, which include:

- Be involved and open with communication about your treatment plan and ability to follow through on it.
- Understand your diagnosis, problem areas, and plan for improvements. Participation in your care is important to success.
- Tell the others involved in your care about other services or medications that you are receiving and what you are taking.
- Be open and honest about events in your life and how you feel about them. Please don't wait for someone to ask the "exact" question, as we don't want to miss out on knowing this important information.
- Report any health changes or new medications as soon as possible.
- Respect the rights and privacy of other clients and the staff at the clinic.
- Call as soon as possible to let us know if you cannot attend an appointment, at least 24 hours in advance. (See Missed Appointments, page 1.)

Staff Rights and Responsibilities:

- Staff have the right to privacy, please do not try to find where we live, research us, expect to be our Facebook friend, or Google us. If you have professional questions, please ask for that information. You can expect the same from us.
- Please use the crisis line for crisis situations, and call your therapist afterwards, if instructed to do so. Please respect the times that the therapist has set for limits to calls.
- Staff members have the right to seek consultation regarding care and techniques.
- Staff have the right to recommend transfer or referral within CenterLife or elsewhere if the treatment is not being effective.
- Staff have the responsibility to report to the appropriate authorities any maltreatment of minors and vulnerable adults, as

well as threats of harm.

- Staff have the responsibility to report to the appropriate authorities any threats to others or threats of serious harm to self.
- Staff have the right to not be sexually harassed by the client and the client has the same right regarding staff.
- Staff have the responsibility to not be involved with a client in any sexual manner. Clients have the right and responsibility to file any formal complaints by notifying the Client Services Committee: Client Services Committee, CenterLife Counseling, 7039 20th Ave S, Centerville, MN, 55038.

Complaints:

If you are dissatisfied with the services you are receiving, please immediately discuss your concerns with your therapist. A therapist needs honest feedback to be most effective. However, if you feel uncomfortable addressing your therapist with your concerns, or if you are not satisfied with the result when you express your concerns, you may contact the Client Services Committee: Client Services Committee, CenterLife Counseling, 7039 20th Ave S, Centerville, MN, 55038.

If you feel it is necessary to contact a professional group outside of the Clinic, it is your right to do so. Professional associations interested in promoting high-quality services and professional ethics are:

- Minnesota Psychological Association
- Minnesota Board of Psychology
- Minnesota Psychiatric Society Minnesota
- Board of Medical Examiners
- Minnesota Board of Marriage and Family Therapy
- Minnesota Board of Social Workers
- National Association of Social Workers
- Minnesota Nurses Association Minnesota
- Board of Nursing
- American Association of Marriage and Family Therapists
- Department of Human Services

All of these Associations have websites with contact information.

Client Services Committee:

Clients are invited to contact us with comments, questions, or concerns. Charges for emergency cancellations may be appealed in writing for consideration by our Client Services Committee. Letters can be sent to: Client Services Committee, CenterLife Counseling, 7039 20th Ave S, Centerville, MN, 55038.