



## **Benson Behavioral Health**

John Benson, PMHNP-BC

Email: [John@BensonBH.com](mailto:John@BensonBH.com)

Website: [www.BensonBH.com](http://www.BensonBH.com)

## **POLICIES AND PROCEDURES**

---

### **THIS NOTICE DESCRIBES THE POLICIES AND PROCEDURES OF BENSON BEHAVIORAL HEALTH**

#### **PLEASE REVIEW IT CAREFULLY.**

Welcome to Benson Behavioral Health. Your agreement to the following terms and conditions is required for you to receive professional services from me. If you do not agree, I will be glad to give you referrals to other providers.

#### **Contacting me**

The preferred method of contact is the secure messages tab within the Luminello portal. Every effort will be made to respond to your question within 1-2 business days. All medication refill requests must be made during an appointment. Refill requests sent through a pharmacy, fax, telephone, e-mail, text message or the portal will not be honored.

If you need more rapid attention or are in crisis (such as if there is a risk of harm to yourself or others) you agree to call 911 immediately or report to the nearest emergency room or psychiatric hospital. There is a psychiatric emergency department located in the emergency room at Dell Seton Hospital in Austin, TX. Here are some helpful emergency contacts:

##### Austin, TX:

Seton Shoal Creek Hospital Admissions: 512-324-2000

Austin Lakes Hospital Admissions: 512-544-5253

Travis County Crisis Hotline: 512-472-HELP (4357)

##### Statewide:

Here is a list of all local mental health centers within the state of Texas, most have their own local crisis hotline: <https://txcouncil.com/about-community-centers/state-map-of-service-areas/>

##### Nationwide:

The National Suicide Prevention Lifeline: 800-273-8255 (800-273-TALK)

Call 911

#### **Clinical services**

You consent for yourself to receive a comprehensive intake evaluation. At the end of the evaluation, we will mutually decide if we will continue treatment together.

Note: I do not have admitting privileges, nor am I affiliated with or on staff at any hospital. Should I deem more intensive services are needed than I can provide, I will do my best to ensure safety and obtain the appropriate level of care, but I cannot provide that care directly and cannot guarantee the receipt or quality of care that others provide.

All communication and clinical treatment will be documented in the patient chart. Both the



## **Benson Behavioral Health**

John Benson, PMHNP-BC

Email: [John@BensonBH.com](mailto:John@BensonBH.com)

Website: [www.BensonBH.com](http://www.BensonBH.com)

law and the standards of the profession require such. You are entitled to receive a copy of these records unless I believe that seeing them would be emotionally damaging. If this is the case, I will be happy to provide the records to an appropriate mental health professional of your choice or to prepare an appropriate summary instead. Because client records are professional documents, they can be misinterpreted and can be upsetting. If you wish to see the records, it is best to review them with me so that we can discuss their content.

If you or you are seeing me for treatment:

- You will inform me if you are considering stopping talk therapy with another provider, or have actually stopped
- You will see me in person or via telemedicine no less than every three months for follow-ups

### **Therapy**

I do not offer appointments exclusively for psychotherapy, but do incorporate common psychotherapy modalities such as Cognitive Behavioral Therapy and Dialectical Behavioral Therapy into my practice. You may see this content reflected as an "add-on" therapy billing code on your invoice, which will incur an additional charge to your insurance company. Note: private pay clients will be billed only the flat rates detailed below.

Risks and benefits of psychotherapy: Psychotherapy has both benefits and risks. Possible risks include the experience of uncomfortable feelings (such as sadness, guilt, anxiety, anger, frustration, loneliness, or helplessness) or the recall of unpleasant events. Potential benefits include a reduction in feelings of distress, better relationships, better problem-solving and coping skills, and resolution of specific problems. Given the nature of psychotherapy, it remains an inexact science and no guarantees can be made regarding the outcome.

### **Confidentiality**

For more information regarding privacy policies please read the complete notice of privacy policies. A copy of this notice was sent to you via Luminello and is publicly posted in the FAQ section [BensonBH.com](http://BensonBH.com).

There is no guarantee of confidentiality under the following conditions:

- If I suspect you are in imminent danger of harm to self or others, or a child or elderly person is being abused or neglected (as I am a mandated reporter)
- If a court orders a release of information
- If you initiate a malpractice lawsuit, or a billing dispute with a financial institution
- If your insurance company requests to review your case, or if you are filing for insurance benefits
- If you pay by credit card, my name will appear on your credit card statement
- If you do not pay your bill, your balance due statement (including diagnostic and procedural codes) may be sent to a collections agency or other responsible party
- Between me and my administrative staff, or colleagues with whom I consult professionally
- In some instances, as provided by the state law of Texas, information about your healthcare may be exchanged with other healthcare professionals involved in your treatment.
- Subpoena of treatment records by an attorney. (I will not immediately release records upon receipt of a subpoena, but will do anything in my power to keep your records private. Usually a court order will be required. You have up to



## **Benson Behavioral Health**

John Benson, PMHNP-BC

Email: [John@BensonBH.com](mailto:John@BensonBH.com)

Website: [www.BensonBH.com](http://www.BensonBH.com)

fourteen (14) days to obtain a protective order from the court to avoid disclosure of your records.

By signing this document, you confirm you have reviewed my HIPAA privacy practices.

### **Payment**

You agree to pay professional fees as follows:

Initial evaluation (60 min): \$300

Follow-up visits (30 min): \$150

Cancellations (with less than 24 hours notice): \$50 fee

Cancellations (with more than 24 hours notice): no fee

No shows: \$150 fee

Extended phone call/miscellaneous case management time (examples detailed below): \$30 per 10 minutes

Please note: I cannot provide services to persons who attempt to complete an appointment while distracted (e.g. driving a car) or in public, and doing so will be considered an appointment no show (see fee and payment structure above.)

Private payment is due in full at the time of service. Credit card payments may be securely made using the Luminello patient portal. I requires that all patients keep an active credit card on file within Luminello's secure transaction system.

Cards accepted:

Visa

MasterCard

American Express

Discover

### **For in-network providers**

For in-network services, I will submit claims on your behalf as a courtesy, but there is no guarantee that your insurance will pay. You are responsible for full payment, whether your insurance company ends up paying partially, or not at all, for services rendered.

### **Additional fees**

You agree to pay for any time spent in your care outside of session time on a prorated basis (unless otherwise detailed below). Unfortunately, insurance companies typically do not reimburse for this. Some examples include, but are not limited to:

- Rescheduling with less than 24 business hours notice: \$50 fee. For example, if your appointment is on Monday at 4pm, you will communicate your cancellation no later than the previous day at 4pm; if an appointment is on Tuesday at 10am, you will communicate no later than Monday at 10am.
- Phone calls, messages in the patient portal, voicemails, letters, video sessions and texts between me and: you or other physicians, therapists, teachers, family members, insurance companies, etc.
- Prescription refills outside of session time
- Time spent obtaining prior authorizations
- Coordination of care for emergencies, hospitalization, intensive outpatient, residential treatment, rehabilitation, etc.



## **Benson Behavioral Health**

John Benson, PMHNP-BC

Email: [John@BensonBH.com](mailto:John@BensonBH.com)

Website: [www.BensonBH.com](http://www.BensonBH.com)

- All forms (insurance, worker's compensation, school, employer; doctor's notes, letters, or reports) and chart reviews not filled out in session
- Testimony in court, at depositions, administrative hearings, board reviews, and all time required for preparation and travel, whether requested by you or ordered by a court, board, government agency or other legal authority
- Under normal circumstances, payment is due in full at the time of service. However, if for some reason you incur a balance with me there is a 1.5% finance charge each month and a \$100 late fee for balances more than 30 days past due, and they may be submitted to collections after 30 days, along with any associated collections fees.
- There is a \$100 fee for credit card chargebacks that are unsubstantiated
- Seriously delinquent accounts may be referred to a collections agency and may lead me to end our relationship as provider and patient.
- Should it become necessary to file suit due to unpaid charges, you will be responsible for any legal charges incurred. Statements will typically be sent to your e-mail address. If you have an aggressive spam filter, please check your spam folder periodically
- All clients are required to keep a valid credit card on file in Luminello

You are financially responsible for all charges, whether or not:

- Insurance pays for any services
- We decide to proceed with treatment
- Treatment is successful, for which there cannot be any guarantee

### **Grievances and complaints**

If you have concerns about administrative/business matters or about your treatment, please discuss them with me. In addition, or instead, the following avenues are available to you:

1. Contact your health insurance plan or behavioral health benefit manager.
2. If you feel the problem is serious and/or you have not reached resolution through one of the avenues above, you can file a complaint with the Texas Board of Nursing and Texas Medical Board
3. You may also file complaints regarding privacy practices with the Secretary of the U.S. Department of Health and Human Services.

You affirm you are an authorized user of the credit card whose number and expiration date supplied, and you do authorize its use for all fees incurred.