

POLICIES AND PRACTICES STATEMENT

Welcome To Our Practice

The following material explains our office policies. Feel free to ask our administration team if you have any questions about this information. In addition, we encourage you to learn more by going on our website at: www.levinzangrillo.com

AVAILABILITY AND HOURS OF SERVICE

Our services are provided by appointment only. The office is open Monday through Friday from 8:30 a.m. until 4:30 p.m. Clinical hours Monday through Thursday range from 8 a.m. through 7 p.m. with occasional later appointments, and Friday from 8 a.m. to 5 p.m. The primary phone line, (781) 740-1546, is answered by office staff or our 24 hour answering service. Please call the main number only, as any other number appearing on caller ID will not be answered after hours. If it is urgent to speak with your therapist, please indicate this to the operator and a member of the treatment team or your own therapist will respond. If a call is not returned as quickly as you feel is necessary, it may be appropriate for you to use the emergency service of your local hospital. We have available a secure email system through our website.

APPOINTMENTS

After the initial appointment, individual appointments are usually 45 to 50 minutes in duration. Often sessions are scheduled for the same time each week so that a continuity of treatment can be established. It is important to be as prompt as possible in order to allow time to check in with administrative staff prior to your session. Please understand that if your therapist is running late, it is likely that she or he is using the time to interface with your insurance carrier, primary care physician, or other person relevant to your care.

CANCELLATIONS

A minimum of a 24 hour notice is required to cancel or to reschedule an appointment to avoid charges. Please note that insurance companies will not cover these charges. If we are closed, leave a message with our 24/7 answering service. Similarly, if your therapist must change an appointment, you will be called in a timely manner. Providing us with home, work, and cell numbers, along with an e-mail address, aids us in reaching you promptly.

FEES

The fee for psychotherapy and related services will normally be presented to you and agreed upon by the conclusion of the first session. If health insurance coverage is available to you, it may cover outpatient psychotherapy. It remains your responsibility to understand your insurance coverage and to pay the fee if the insurance company does not honor your claim. Please be aware of deductibles, the maximum limit of total outpatient mental health coverage, the percentage of the submitted fee that the insurance pays, and any co-payments that you are responsible for at the time of the visit. Payment for service

is expected at each session, including any co-payments. We accept most major credit cards and, with your permission, can keep the numbers on file to allow for repeated billings. Overdue accounts are subject to collections.

SUMMARY OF FEES

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| Initial Intake | \$200.00 |
| Emergency Consultation | \$200.00 |
| 45-50 Minute Individual Therapy | \$150.00 |
| Up to 60 Minute Family/Couple Therapy | \$170.00 |
| Up to 30 Minute Individual Therapy | \$ 85.00 |

Court related fees, consultation fees, fees for attending meetings outside of our office, and other services vary and may be discussed with your therapist. These services are not covered by medical insurance and often require a retainer in advance.

Current guidelines implemented by many insurance carriers require considerable paperwork and telephone contact between our offices and theirs. The insurance companies do not reimburse for the time. These constraints require us to bill for some services beyond the therapy session, including extended telephone calls, travel, letters, or reports requested by you. Please discuss this with your therapist. There will be a fee, at a rate of \$200.00 per hour, for writing reports that extend beyond meeting traditional professional obligations. There will also be a fee for copying charts at a rate of \$.25 per page.

CONFIDENTIALITY

All information and records are kept confidential in accordance with Federal and Massachusetts Laws. Please be advised that this practice strictly adheres to all HIPAA Rules, Guidelines, and applicable state and federal laws. Please make an effort to read the handout in our waiting room describing your rights as a patient. The sharing of information, whether through telephone calls, e-mails, paper records, electronic health records, or other correspondence are carefully controlled in our office to safeguard your privacy. As a group practice, case consultation and review occurs among our providers when necessary to ensure appropriate treatment and knowledgeable coverage during vacations and absences. Information shared with anyone or any agency outside of our practice must have your written authorization.

Thank you for entrusting your care to the professionals in our office. We will do everything possible to maintain this trust.