



Shrink inc.

## Office Policies

Susan Thompson, LCSW

10551 Barkley St., Suite 512

Overland Park, KS 66212

Cell (913) 481-4004

shrinkinc1989@gmail.com

[www.shrinkincsue.com](http://www.shrinkincsue.com)

### **PAYMENT POLICIES:**

Payment is due at the time of service:

- Checks: make payable to "Shrink Inc."
- We take credit, debit and flex cards
- Co-pays are paid at the time of service
- You are responsible for any charges insurance does not pay

### **OFFICE HOURS:**

- 10:00 am to 7:00 pm Tuesday through Thursday, 10:00 am to 6:00 pm on Friday

### **CANCELLATIONS/MISSED APPOINTMENTS:**

- Cancellations (within 24 hours of appt.)
- Missed appointments will be billed at the hourly rate
- Your insurance company will not pay for missed appointments

### **BILLING:**

- My billing service will file claims to your insurance company
- We will send you a monthly bill if you have a balance
- My billing service is aware of privacy laws and will only release a diagnosis, your address, phone number, ins. ID number, dates of service and type of service provided, to your insurance company

### **INSURANCE PAYMENTS:**

- Insurance companies pay me once the claim is processed
- Insurance companies do not guarantee that they will pay for services
- These decisions are made after the claims are sent and processed. Insurance companies pay for diagnosable conditions that they call "medically necessary"
- They can deny payment for many reasons. You can appeal any denial using the insurance company's appeal process.
- Your insurance company sends you an explanation of benefits (EOB) when they pay me or pay you. Insurance companies make many mistakes and if your EOB looks incorrect, call your insurance company.

### **PRIVACY AND RELEASE OF INFORMATION:**

- All claims sent to an insurance company require a diagnosis. Signing the insurance form gives me permission to give your insurance company a diagnosis.
- Some plans require that I fill out a treatment plan or talk to a case manager. I can provide you with a copy of the form that I send to them.



**CONFIDENTIALITY:**

- Your records and time spent with me is considered confidential
- I have possession of your records and cannot release any information about you without your written permission or a court order
- If you are a danger to self or others, I am required to report as much information as needed to resolve the situation
- All confidentiality policies are listed on the HIPAA form that you sign with your paperwork. You can have a copy of the HIPAA form for your records

**RECORDS:**

- We keep a written file on every client
- We are not allowed to destroy medical records for up to 10 years
- I keep current client files in my office in a locked cabinet
- After treatment is completed, I store them outside the office. After 10 years I shred charts with a bonded shredding service

**EMERGENCIES:**

- Clinical Social Work is not a 24-hour medical practice. I can assist you in all kinds of life issues
- You are responsible for your life and responsible for your therapy. My role is to provide support, information, an objective perspective, and hope for a better future. I will do what I can to help you achieve your goals
- I cannot, however, be responsible for your day-to-day functioning. If 24-hour care is needed, there are resources that can get you through a crisis such as emergency rooms, crisis lines, day hospital programs, hospitals, family supervision, group homes, etc.
- I provide a 24-hour hotline phone number to call on my voice mail if you have an emergency

**MY AVAILABILITY:**

- I am available during office hours for crisis intervention, assistance, and counseling sessions
- Evenings and weekends are reserved for me to rejuvenate myself. Studies show that therapists work better with their clients when they live a balanced life, have time away from work, develop self-awareness, and have support from colleagues, friends, and family
- I often travel and/or train professionally and may be unavailable at times.
- Let's discuss what your needs are and make a plan that fits you if an emergency arises