

Informed Consent for Treatment

Services

Nautilus Behavioral Health, PLLC provides therapy, group and assessment services to children, teenagers, young adults, and their families. Unless otherwise documented from your referral source, participation in mental health services is voluntary. As the person reviewing this Contract for Services, you are the individual giving Informed Consent for yourself or your child to participate in mental health services.

Risks and Benefits of Services

As with any activity, there are both benefits and risks to mental health services. Both should be considered when deciding what services, if any, you wish to pursue.

Risks of therapy may include experiencing mild discomfort or unpleasant feelings when discussing sensitive or challenging topics. Even with positive change, stress may occur, as it may take time to adjust to changes. With behavior problems, children sometimes exhibit an “extinction burst,” meaning that the behaviors being targeted in treatment may temporarily increase when caregivers use new, more adaptive parenting strategies and begin implementing consequences for negative behaviors. This extinction burst happens while children are testing limits but can be minimized with consistent use of adaptive strategies and consequences.

In terms of assessment, risks include experiencing mild frustration or discomfort as patients may be asked to do tasks they struggle with (e.g., reading, math, visual puzzles) or perceive they are failing. In addition, gaining a clearer understanding of underlying thinking and learning problems may result in some temporary distress as the patient incorporates this new information into their sense of self.

With respect to group, risks include participants feeling self-conscious or experiencing discomfort given the nature of the setting (i.e., discussing issues in front of others). Despite the fact that group services at Nautilus Behavioral Health, PLLC are skills-oriented and are aimed at increasing success in various domains, participants may experience unpleasant feelings if they compare their current skills to those of others in the group.

Despite the possible risks associated with the mental health services, there are numerous benefits. Patients involved in therapy and groups may gain valuable skills that help improve their symptoms and overall functioning. Participating in therapy may help facilitate positive changes in the lives of patients and families. Many patients and families feel validated and understood when participating in therapy, group or assessment. In addition, by participating in therapy, assessment or group, many gain personal insight or identify the underlying cause of a problem, which helps normalize their experience and helps them begin to move forward.

The benefits of mental health services depend in large part on how you and/or your child use treatment and the extent to which you apply the strategies and skills you have learned. While we are committed to facilitating growth and improvement in life functioning, we cannot provide a guarantee or warranty of success.

Caregiver or Patient Initials (to verify that you have read and understand the information on this page): _____

Office Hours

Generally, sessions are available between the hours of 8:30 am and 6:00 pm, Monday through Friday. Special arrangements may occasionally be made to meet outside of normal business hours, however that must be set up between the psychologist and the patient/family beforehand.

Office Contact Information

Nautilus Behavioral Health, PLLC is located at 12412 San Jose Blvd, Suite 203, Jacksonville, FL 32223. The main office phone number is 904-432-3321 and the fax number is 904-432-3324. The website for Nautilus Behavioral Health, PLLC is www.nautilusbehavioralhealth.com.

General Inquiries and Billing Questions

For general inquiries, email admin@nautilusbehavioralhealth.com or call 904-432-3321 and hold the line. For billing, email billing@nautilusbehavioralhealth.com or call 904-432-3321 and select option "4." General inquiries and billing questions will be addressed within 2 business days.

Provider Communications

Once assigned to a specific provider, you will be given her direct office number and email address. While your provider will follow-up within 2 business days, every effort will be made to contact you the day of your call or email.

Emergency/Crisis Information

If you or your family is in crisis, you are, of course, encouraged to contact your provider to inform them of the situation. However, if you are unable to reach them immediately, we do not want you to wait for a callback before coming up with a plan of action. Emergency/crisis information can be obtained by calling 904-432-3321 and selecting option "1." It is also described as follows.

If you have a medical emergency, please dial 911. If you have any other emergency or urgent issue, you can dial the United Way regional crisis line at 211 or at 904-632-0600. You can also dial the Baptist Health and Wolfson Children's Hospital crisis line at 904-202-7900, dial 911 or go to your nearest hospital emergency department. Please note that for children under 18 years of age, Wolfson Children's Hospital has a pediatric Emergency Department and pediatric inpatient unit.

Financial Agreement

Nautilus Behavioral Health, PLLC accepts payment with cash, personal check or debit/credit card. We can accept Visa, Mastercard, Discover and American Express. Payments are securely processed electronically using Braintree, a Paypal Company. Unless expressly agreed upon in advance (see "Fees for Assessment" below), payment is due at the time of service and credit card payments will be processed at the end of or shortly after appointments.

At the initiation of treatment, a debit/credit card must be put on file and you must provide written authorization for charges to be made (even if you plan to use another primary method of payment). This credit card information will be used in the following situations: 1. If you prefer to pay by credit card, 2. If you do not bring a valid payment to your appointment or 3. If your check is returned due to insufficient funds. **There will be a \$30 charge for any returned check. Balances older than 60 days may be submitted to a collection agency, in which case you will be responsible for any resulting costs (e.g., the collection's commission) in addition to the balance owed.**

Insurance

Nautilus Behavioral Health, PLLC accepts insurance for outpatient therapy. At present, we are Certified Tricare Providers (Non-Network) and are In-Network Providers for Aetna. We are out-of-network providers for Blue Cross Blue Shield/Florida Blue, United and Cigna. If you are using insurance (in-network or out-of-network benefits), it is important that you contact your insurance company prior to your first appointment. We recognize that understanding insurance benefits can be challenging and we will do what we can to make the billing process as simple as possible. Questions about your insurance coverage will best be answered by your insurance company.

To fully understand your mental health coverage, please obtain the following information from your insurance company prior to your initial session:

- Whether you need pre-authorization from your insurance to receive mental health services
- Whether you need a referral to receive mental health services and, if so, from whom
- Any limits on services (e.g., number of sessions per year, individual versus family therapy)
 - Whether your insurance company follows a calendar or fiscal year (and start and end date of the fiscal year, if applicable)
- Your financial responsibility for services
 - What your copay is for outpatient therapy (delivered by a psychologist)
 - Whether you have a deductible that must be met *before* insurance will cover part of the cost of services, what that deductible is and the amount remaining until your deductible is met for the year
 - Whether you are responsible to pay coinsurance upon meeting your deductible and, if so, the percentage of the service costs for which you are responsible
 - What your insurance company considers to be “reasonable and customary” fees for 60-minute outpatient therapy sessions, which relates to your coinsurance cost and also how long it takes to reach your deductible

You are responsible for obtaining any referrals necessary or informing us of any pre-authorization requirements prior to the initial appointment. Nautilus Behavioral Health, PLLC must have insurance information prior to the initial appointment to verify benefits. If your insurance is inactive or ineligible, you will be contacted, given this information and may choose to cancel your appointment or pay out-of-pocket. **You are responsible for knowing the limits of your insurance. In the event of an insurance denial of payment, you are personally financially responsible for charges. If a deductible applies, you are responsible for paying for the hourly costs of treatment at the time of service until your deductible is met.**

In-Network Insurance Coverage

For in-network insurance benefits, we will directly bill your insurance company on your behalf, using electronic claims submission. The full hourly rate for service will be billed to your insurance company. For insurance panels for which the Nautilus Behavioral Health, PLLC providers are in-network, payment from insurance plus the applicable copays, deductibles, or coinsurance payments from patients may be less than the amount billed, however Nautilus Behavioral Health, PLLC has agreed to accept this as payment in full. **For families using in-network benefits, you are responsible for paying Nautilus Behavioral Health, PLLC the copay, deductible and/or coinsurance established by your insurance provider.**

Out-of-Network Insurance Coverage

For out-of-network insurance benefits, we will directly bill your insurance company on your behalf, using electronic claims submission. The primary difference from in-network coverage is that **for families using out-of-network benefits, they are responsible for paying out-of-pocket the charges in full for service at the time of service.** If your insurance provides some reimbursement, we will request that the resulting check be mailed directly to you. If, for some reason, your insurance company requires that reimbursement be issued to Nautilus Behavioral Health, PLLC, we will apply this money toward payment for future services or, if services are complete, we will issue you a refund check.

Please note that when using out-of-network benefits, you are financially responsible for the difference between the amount billed and the amount paid by your insurance. While our general policy is that out-of-network patients must pay in full for services at the time they are delivered, if your financial responsibility for services is consistently a given amount, we may elect to charge you only for that amount. Be advised, however, that should the insurance reimbursement change, you will be responsible for paying any uncovered charges.

Fees for Therapy

The initial therapy appointment (also known as the “intake”) is a more involved session in which the psychologist assesses current and historical symptoms and functioning, relevant social, academic, medical and mental health history. **Therapy intakes are 90-minute appointments and the cost for the initial intake appointment is \$195. Ongoing individual and family therapy sessions are 50-55 minute appointments, which cost \$130.**

Extended Sessions: Occasionally, families require extended therapy sessions due to a crisis or other specific needs (e.g., needing fewer sessions that are longer to get the same amount of time, due to lengthy transit times). **For sessions lasting longer than 60 minutes, \$65 will be charged for each additional half-hour (30 minutes) regardless of the reason for the extension.** Insurance companies allow extended sessions for crises. For sessions extended for other (non-crisis) reasons, patients using insurance must pay for the extra time out-of-pocket. If families consistently require lengthy sessions, it is vital that they speak with their provider about this, to ensure that the provider schedules adequate time.

Tele-Health: We realize there may be times when you need to speak with your provider at length, particularly if experiencing a major stressor or when in crisis. In addition, some patients and families benefit from check-ins between scheduled therapy sessions. However, insurance companies do not reimburse psychologists for providing support services, including crisis intervention, over the phone. **For extended phone calls, \$65 will be charged for each half-hour (30 minutes). You will be responsible to pay for these charges out-of-pocket.** For non-emergencies, if you require an extended phone call, either on a limited or ongoing basis, we request that you schedule a date and time so your provider has dedicated time for the call. Obviously, in the case of crises, we will do our best to accommodate the need for extended calls as they are received.

Fees for Assessment

Nautilus Behavioral Health, PLLC offers various kinds of assessments. **Assessments are billed at \$130 per hour. Assessment services require self-payment and insurance will not be billed for assessments.** The cost of assessments includes the time required for administration, scoring, data

interpretation, report writing and providing feedback to the patient and family. Because assessments are lengthier services with higher costs, payment in full is not required at the initial appointment. If they choose to, families can pay for assessments in 3 payments. The initial payment is due at the time of the initial appointment, the second will be due on the day of testing and the final payment will be due at the feedback session.

The following is a list of the various types of assessments currently available at Nautilus Behavioral Health, PLLC and their associated costs:

Diagnostic Assessment: includes interview, diagnostic and/or personality tests and/or questionnaires, written report and feedback session, \$585

Gifted Assessment: includes interview, IQ test, questionnaires, written report and feedback session, \$650

Infant/Toddler Assessment: includes interview, developmental assessment, questionnaires, written report and feedback session, \$845

ADHD Assessment: includes interview, IQ test, test of executive functioning, questionnaires, written report and feedback session, \$1235

Psychoeducational Assessment: includes interview, IQ test, academic achievement test, questionnaires, written report and feedback session, \$1365

ADHD Assessment with Achievement Testing: includes interview, IQ test, academic achievement test, test of executive functioning, questionnaires, written report and feedback session, \$1690

Reading Assessment: includes interview, IQ test, academic achievement test, reading tests, questionnaires, written report and feedback session, \$1820

Comprehensive Assessment: includes interview, IQ test, academic achievement test, test of executive functioning, reading tests, questionnaires, written report and feedback session, \$2470

There may be times that a particular type of assessment is requested and, upon initiation of services, additional areas of concern become apparent. If further testing is warranted, your provider will give you recommendations about additional testing and the associated costs. Further testing will not occur without your express consent. Charges will be adjusted correspondingly and payment of balance will be distributed across remaining payments.

Fees for Group

Nautilus Behavioral Health, PLLC offers various educational groups and workshops. **Groups are billed at \$40 per hour. Group services require self-payment and insurance will not be billed for group sessions.** Please keep in mind that for parenting groups or any other group where it is helpful for both caregivers be present (if applicable), the charge is \$40 per couple.

Other Possible Charges

All other professional services, such as writing letters on behalf of patients, completing forms, making copies, extended phone or in person contacts with other professionals at your request/on your behalf, preparing treatment summaries, etc. are subject to charges. For completing forms and writing letters and treatment summaries, you will be charged at a rate of \$65 per half-hour (30 minutes). For extended phone or in person collateral contacts at your request, you will be charged at a rate of \$65 per half-hour (30 minutes).

For copying medical records, you will be charged at a rate of \$0.40 per page (including copying and clerical costs), plus the actual cost of postage. Be aware that these copying fees are well below the

Florida reasonable rate fees for copying medical records (which are \$1 per page). Keep in mind that for assessments, you will receive 2 original copies of the assessment report (1 for you to retain for your records, the other to share with the school, etc.), which is included in the cost of the assessment. Additional original copies of the assessment report would be subject to charge.

Legal Involvement: Our role with you and your family is limited to providing therapy, assessment and group services. **We do not conduct custody evaluations or provide recommendations about custody or custody arrangements, including visitation schedules.** We will not voluntarily become involved in any legal dispute. While it is not the practice of the psychologists at Nautilus Behavioral Health, PLLC to participate in legal proceedings, **it is possible that the providers may be required to participate in and attend meetings related to a legal matter. In this instance, you will be responsible for charges related to professional time, including preparing, traveling, testifying, attending, and any other case-related costs, at a rate of \$195 per hour.**

Attendance Policy

Consistent attendance at mental health appointments is vital to making therapeutic progress and obtaining valid assessment results. When an appointment is scheduled, that time is reserved for you and your family. Because of this, you must contact us at least 24 hours before your scheduled appointment to reschedule or cancel. For Monday appointments, please contact us by close of business on Friday. **There will be a charge of \$50 per hour scheduled for all no shows and unexcused cancellations (i.e., non-emergencies) without 24 hours' prior notice. Insurance companies do not reimburse providers for no-shows and cancellations. Thus, payment for this charge will be processed using your credit card on file.**

Related to attendance, please be advised that your provider may discontinue services for the following reasons: failure to attend 3 consecutive appointments without at least 24 hours' notice, unexcused last minute cancelling/rescheduling half or more of your scheduled appointments, failure to answer or return 4 calls from your provider made over a 2-week period.

Please refer to the separate Nautilus Behavioral Health, PLLC Attendance Policy that you reviewed and signed for more information about our attendance policy.

Office Environment

Nautilus Behavioral Health, PLLC is a non-smoking office (this includes e-cigarettes). No drugs or alcohol may be brought to the office. **Should a patient or caregiver arrive to the appointment clearly intoxicated, they will be required to reschedule and will be charged a no show fee of \$50 per hour scheduled for the appointment.** If there are safety concerns about that individual driving, he or she will be asked to make other arrangements for someone else to drive and/or to leave their vehicle on the premises. **The appropriate authorities will be contacted should that individual attempt to drive themselves under the influence.**

We recognize that some individuals carry a firearm or other weapon for their job and others may have appropriate permits to carry a weapon (which they carry for non-employment reasons). However, it is vital that the patients, families and providers at Nautilus Behavioral Health, PLLC feel safe. **Because of this, anyone who brings a weapon to the office and behaves in a manner that anyone present finds threatening will be asked to leave and the appropriate authorities will be contacted as applicable. That individual will be responsible for rescheduling their appointment (if allowed) and paying the no show fee of \$50 per hour scheduled for the appointment.**

Confidentiality and its Limits

For detailed information about the confidentiality of your child's health information, please refer to the separate Nautilus Behavioral Health, PLLC Health Insurance Portability and Accountability Act (HIPAA) Notice of Policies and Practices that you have reviewed and signed. What follows is a brief summary of key points related to confidentiality and its limits as it pertains to treatment with youth.

Confidentiality for Minors

Nautilus Behavioral Health, PLLC provides therapy, group and assessment services to children, teenagers, young adults, and their families. Participation in mental health services is generally voluntary. **For patients under 18 years of age, their caregiver(s) consent for their treatment and hold privilege of information.** This means that legally, they do have a right to information related to their child's treatment. However, in general, treatment with youth works best when youth know that they can speak freely without concern that their parents will know everything that they say. Because of this, our policy is to share general information, such as a summary of skills targeted in session, a description of progress of treatment, key therapy homework assignments or assessment results and recommendations.

Limits of Confidentiality

There are some exceptions to the confidentiality of information and these limits apply to information shared between the patient and provider as well as the caregiver(s) and provider. Limits to confidentiality exist to facilitate care and to ensure that everyone stays safe and healthy. The following are some situations in which confidential information may be disclosed without your prior written authorization.

- *Case Consultation:* Your provider may find it helpful to consult with a colleague (mental or physical health professional) about your case. During consultation, every effort is made to avoid revealing the patient's identity. In addition, the provider with whom your provider is consulting is also bound to maintain patient confidentiality.
- *Payment Issues:* Basic identifying information as well as clinical information, such as diagnoses and dates of services, will be shared with your health insurance, if you are using those benefits. In the rare situation that families have overdue payments and a collection agency must become involved, basic identifying information and information about money owed would be disclosed.
- *Group Participation:* Although Nautilus Behavioral Health, PLLC does not conduct therapy groups, there may be confidential information disclosed in the context of educational groups and workshops. As such, we ask each member of the group to maintain the confidentiality of the other group members. While doing so is in everyone's best interest, we are unable to guarantee that others will keep this agreement.
- *Suspected Abuse or Neglect:* If we suspect that a minor (child or adolescent) or a vulnerable adult (e.g., someone elderly or disabled) is being abused or neglected, we are mandated to file a report with the appropriate team at Florida Department of Children and Families.
- *Imminent Threat to Self or Others:* If we believe that a patient or caregiver poses a severe and imminent danger to the health and safety of themselves or others, we are required to disclose this information to the appropriate individuals (e.g., police, emergency personnel, potential victim). This applies to issues such as suicide, homicide, self-injury and severe high risk behavior.
- *Legal Involvement:* Although it is not the routine practice of Nautilus Behavioral Health, PLLC to engage in legal proceedings, if a court were to directly order our records to be released, we would be required to comply with that request.

Please note that before any disclosure of a non-routine nature (e.g., suspected physical abuse, patient self-injury, etc.), effort will be made to inform you of the need to disclose the information and to involve yourself/your child in the discussion and/or plan.

Professional Records

The providers of Nautilus Behavioral Health, PLLC maintain clinical records consistent with legal and professional standards. Details regarding accessing and obtaining copies of those records are described in the separate Nautilus Behavioral Health, PLLC Health Insurance Portability and Accountability Act (HIPAA) Notice of Policies and Practices that you have reviewed and signed. We are required to securely store professional records for 7 years after a patient's final visit.

Client Rights and Responsibilities

You have the right to care that is considerate, confidential, safe and respectful. Nautilus Behavioral Health, PLLC will treat all patients and families receiving services with equality in a manner that is free from discrimination based on age, race, color, ethnicity, country of origin, religion, marital status, sexual orientation, sex, gender identity, health, ability/disability status, veteran or military status, source of payment or any other characteristic protected by federal, state, or local law.

With respect to patients and families with limited English proficiency, we recognize the importance of providing services in one's native language, when possible. Given that the providers at Nautilus Behavioral Health, PLLC are monolingual English speakers and we do not have interpretive services contracted with our agency, we will do our best to either provide services or identify appropriate referrals for patients with other language needs.

Given the relational nature of mental health services, it is vital that patients and families feel comfortable and secure in that relationship. You have the right to expect that the providers at Nautilus Behavioral Health, PLLC will maintain a professional working relationship with patients and families. You also have the right to expect that outside or social relationships will not be formed between providers and current or former patients or families.

You have the right to ask questions about your provider's training, experience and the services that you and your family receive at Nautilus Behavioral Health, PLLC. If you are unhappy with services, we hope you will discuss these concerns so we can address your concerns. Complaints are taken seriously, with care and respect. You will not be discriminated against for filing a complaint. If you have a major concern, you have the right to request referral to another provider within or outside of our agency. You are free to end treatment at any time.

The providers of Nautilus Behavioral Health, PLLC adhere to the Code of Ethics of the American Psychological Association as well as to state and federal laws that pertain to delivery of mental health services and the professional conduct of mental health professionals. Should you have concerns about the ethical or legal conduct of your provider, you may contact the Florida Board of Psychology and/or the American Psychological Association.

For detailed information about your rights with respect to your child's health information, please refer to the separate Nautilus Behavioral Health, PLLC Health Insurance Portability and Accountability Act (HIPAA) Notice of Policies and Practices that you have reviewed and signed.



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www.nautilusbehavioralhealth.com

Informed Consent for Mental Health Services

Patient Name: _____

Name of Person Completing this Form: _____

I hereby acknowledge that I have received, read and understand this Informed Consent for Treatment. I understand the benefits and risks of mental health services as well as the policies and procedures of Nautilus Behavioral Health, PLLC. I recognize my rights and responsibilities with respect to receiving services from Nautilus Behavioral Health, PLLC.

This document shall serve as a written contract between myself and Nautilus Behavioral Health, PLLC. My initials on each page and signature on this page shall serve as my agreement with the information contained within.

By signing this document, I am verifying that I have the authority to give consent for the patient's healthcare and am giving consent for the patient to receive mental health services at Nautilus Behavioral Health, PLLC. By signing this document, I am also acknowledging that I am in part or in full financially responsible for the costs of treatment at Nautilus Behavioral Health, PLLC, based on my use of insurance and specific insurance benefits.

Caregiver or Patient Signature

Caregiver or Patient Printed Name

Date

Provider Signature

Date