



Policies and Procedures

Therapeutic Process

Sessions

Sessions are 53 minutes long. Therapists attempt to start on time. Circumstances such as client emergencies can delay session start times. All our therapists at GSCC have unique training and special areas of treatment. Your therapist will tailor treatment to best suit your individual needs.

Documentation

Therapists are required by law and insurance standards to keep documentation of your care. This includes but is not limited to case notes, treatment plans, discharges, etc.

Discharge

Potential reasons for discharge:

- If you haven't scheduled in the past 90 days.
- If you met treatment goals.
- If a more appropriate level of care or treatment is required.

Change of Contact Information

Please notify the office of the following changes: address, phone number, marital status, name, or insurance.

Appointments

Routine

Appointments are managed by the office staff. Recurrence of sessions is at the discretion of your counselor and availability. Due to high demand, our therapists' schedules fill quickly. We request your patience as we attempt to accommodate current demand for services in our community.

Cancellations/Missed

We ask that you cancel appointments with as much notice as possible. If a cancellation is made in under 24 hours notice or you miss your appointment without notifying the office, you will be billed a fee of \$50. There is a one-time grace for the first missed or late cancelled appointment. Individuals who miss their initial intake appointment will be charged \$50 without grace.

If you miss or late cancel 3 or more appointments, you will be removed from your counselor's schedule and placed on the cancellation list.

Emergency/Urgent

GSCC is not a crisis center. We will make every consideration to accommodate your needs during a crisis. Please contact our office to inquire about your counselor's availability. Inform the office of your immediate need. Our office staff will notify your counselor. If your counselor does not have availability but another counselor at GSCC does, you will be offered an appointment with them. Ultimately, if your need is immediate, please see the following contacts and services to better suit your needs.

If you are experiencing a life-threatening emergency:

- Call 911 or go to the ER
- Suicide Hotline: 988
- 24/7 Stark County Crisis: 330-452-6000

Level of Care

If treatment requires a higher level of care than GSCC can provide, your counselor will make the appropriate referral. Counselors are required to provide services within their scope of practice and training.

Coordination of Care with Other Professionals

Upon written consent via a Release of Information form, your counselor will coordinate care with other medical/mental health professionals. You have the right to refuse coordination of care.



Policies and Procedures

Fees, Insurance, and Payment

Insurance Coverage

We accept most insurances. We do not accept Medicaid, Medicare, or Tricare. You are responsible to pay deductibles, co-pays, and any balance not paid by insurance. Co-pays are expected at the time of visit. *Note that a quote of benefits from your insurance is not a guarantee of what your insurance will pay.

Fees

Individual Session	\$150
Group Session	\$30/hour
Court Appearance	\$500/hour, door to door
Psychological Testing	Varying fees based on test and insurance
Paperwork, Disability, FMLA, etc.	\$25/half hour
Copy of Records	\$25

We need all current information for the party paying for services including name, address, and any relevant court documents. If the party listed for payment does not fulfill their responsibility, you will be responsible for payment.

All returned checks will incur a \$30 fee. Two or more returned checks requires a different payment method to be used.

Client over-payments are not reimbursed under \$10.

Account Balance

GSCC reserves the right to remove a client from scheduled appointments and/or scheduling future appointments if the following occurs:

Individual account balance	\$200+
Family accounts balance	\$300+

Client's may reschedule once their account is paid down. Client accounts are sent to collections when there is no payment within 90 days. If a payment arrangement is made, balance must be paid in full within 12 months to avoid collections.

Reduced Fee Eligibility

If you are not insured or we are not in network with your insurance, please ask the office for a reduced fee application. Reduced fee eligibility is determined by tax returns from the previous year and is based on federal poverty guidelines.

The first visit remains \$150. Dependent on income and insurance coverage, reduced fees range from \$75, \$90, and \$105.

If you are 65 or older, a veteran or active duty, or a college student without insurance coverage, we offer a \$65 rate per session.

No Surprises Act (NSA) of 2022

If you had one session a month, at \$150/session without use of insurance, you would be responsible for \$1800 for the year. For more information about the No Surprises Act of 2022, please visit www.cams.gov/nosurprises.

Handicap Accessibility and Service Animals

Parking lot spaces are available for everyone. We do not have formal handicapped parking at our main location. However, we will accommodate to the best of our ability. A main floor office may be requested. If further wheelchair accessibility is required, please ask about our annex location. Service animals are welcome at our practice. For health and safety reasons, we cannot accommodate animals that are not certified.

Limitations to Confidentiality/Notice of Privacy Practices

Child and Elder Abuse

The child abuse reporting laws of Ohio require that if you give us information that indicates that a child who is currently under the age of 18 is being abused or neglected of basic needs, we must report the information to Child Protective Services in the county the child resides. Child abuse includes extreme physical punishment, sexual abuse including molestation, child pornography, and sexting with a minor. We are also required by Ohio law to report any known or suspected abuse or neglect of an elder.



Policies and Procedures

Duty to Warn/Protect

We are obligated to attempt to warn or protect intended victims if we have reason to believe that one of our clients is likely to inflict bodily harm to themselves or someone else. In such cases, we may be required to breach client confidentiality.

Internal Practice Consultation

As a collaborative team at GSCC, we reserve the right to seek consultation from other members of GSCC clinical staff. This ensures proper client care, ethical practice, accountability of services, and assists us in providing the best possible services to you.

Insurance

If you are using insurance, you give the insurance carrier permission to inquire about you and your treatment. We may be asked by clerical or professional staff employed by your insurance provider for details about your sessions. We are required to respond in order for you to maintain use of benefits at GSCC. Insurance providers follow HIPAA regulations.

Emergencies

A life threatening emergency or other crisis may require GSCC to contact emergency services, requiring a breach of confidentiality.

Emergencies and Safety

Every effort will be made to preserve safety at GSCC. In the event of an emergency on the premises, both emergency services and the clinical director will be notified immediately.

Firearms and Weapons

Firearms and other weapons are not permitted on the premises.

Impairment and Life threatening

If you come to session under the influence of drugs or alcohol that impair the ability to drive, your emergency contact on file will be contacted. Emergency services may be contacted to ensure your safety. This protocol will also be followed for suicidal and homicidal intent or other life-threatening emergencies.

Severe Weather

Telehealth sessions are encouraged during severe weather conditions. In the case of extreme weather, you may be notified if the clinical director determines all staff conduct telehealth sessions from home, to ensure staff and client safety.

Children in Waiting Areas

All children must be attended by an adult in the waiting areas.

Audio and Visual Recordings

Audio and visual recordings, including cell phone videos, screen recordings of telehealth sessions, pictures, snapchat pictures and recordings, etc. are not permitted within the GSCC premises. If suspected, GSCC reserves the right to ask you to leave.

Complaints

Please direct concerns and complaints in writing to Emily Indorf, Executive & Clinical Director at info@gscchoio.com. She will attempt to address concerns in a timely manner. All GSCC counselors comply with the regulations and ethical standards of the Counselor, Social Worker, and Marriage and Family Therapist Board of Ohio (CSWMFT). If you have complaints, contact the CSWMFT board at:

77 High St., 24th floor, Rm 2468
Columbus, Ohio 43215
614-466-0912
www.CSWMFT.ohio.gov



Policies and Procedures

Telehealth Services

Telehealth Requirements

Telehealth sessions are subject to their own set of policies and laws:

1. GSCC must have a signed telehealth consent on file.
2. Clients must be **physically in the state of Ohio** for telehealth services.
3. GSCC will need your current location and if you are in a private, secure, and safe location.
4. GSCC must use HIPAA compliant telehealth systems.

Telehealth formats

Phone: Your therapist will call you close to your appointment time. Therapists may call from a restricted phone number.

Video: Therapists use a HIPAA compliant telehealth platform call doxy.me. You will be texted a link. Simply click the link at the time of your appointment and type your name into the "waiting room" prompt. Your therapist will click your name when they are ready for you.

Issues with Technology

If issues arise with technology such as call quality, reception concerns, and video connection issues, every attempt will be made by your therapist to reconnect and troubleshoot. Ensure your device is charged, you have good internet connection, and good cell service.

Risks to Confidentiality

There are increased risks to confidentiality via telehealth due to privacy of your location and cyber security. GSCC will make every effort to ensure confidentiality including encryptions, firewalls, and backup systems. Due to the increased risk of telehealth, GSCC cannot guarantee confidentiality.

Crisis and Emergencies

In emergency or crisis situations, whether a medical event or suicidal/homicidal intent, your therapist will coordinate care with you, emergency services, and/or your emergency contact, if deemed necessary.

Fees

Telehealth session fees are the same as in-person. Please see the previous fee table. Most insurances cover telehealth. It is your responsibility to be informed of your insurance carriers policies.

Recordings

Telehealth sessions shall not be recorded in any way unless mutually consented upon in writing between therapist and client. This is protected by law.

I have read and understand GSCC policies and procedures. I understand the limits of confidentiality and privacy practices. I agree to be responsible for payment of services rendered.

Client or Parent/Guardian: _____
Signature Date

Witness Signature: _____
Signature Date