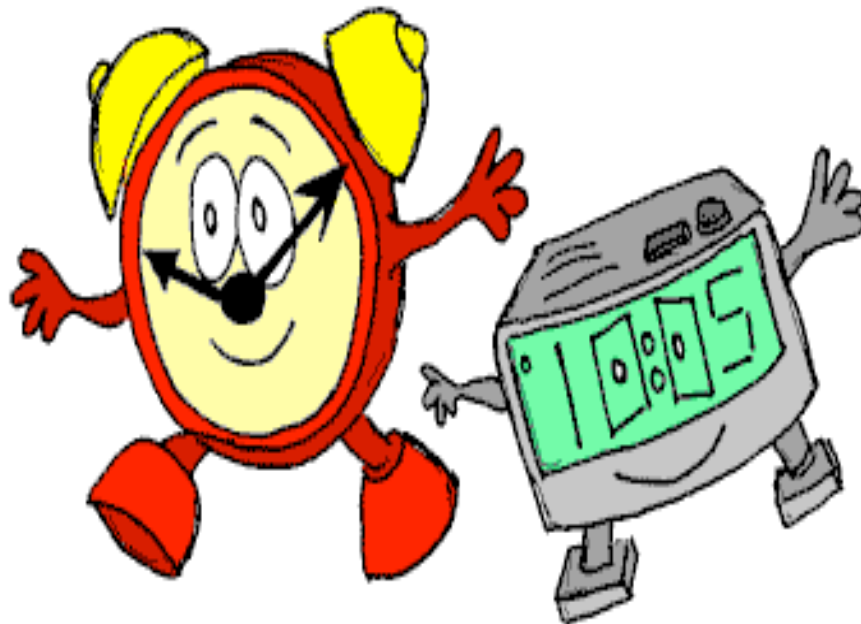


# SEEING MY TIME

## INFORMATION AND REGISTRATION PACKET

Jennifer Simon-Thomas, Ph.D.



## **What Is This Group?**

This is a hands-on class for parents and their students who struggle with getting their work turned in on time, organizing their things, getting work done before play, etc. We will use a workbook to teach skills that kids can use right away. There is a focus on visual supports to make time tangible. We will also talk about brain development, the connection between the brain and behavior, and offer tools to help those of us who struggle with time management. The ultimate goal is to help kids get done what needs to be done, so that they can do the things that they enjoy. This is a seven-week class that builds upon itself. Parents and students participate together.

Jennifer Simon-Thomas, Ph.D., Psychologist received her doctorate from the University of Montana. She completed a pre-doctoral internship at the National Institute of Mental Health. Jenny completed her Clinical Internship at Denver Health Medical Center. She has worked in a variety of settings including wilderness therapy, residential therapy, private practice, and in an interdisciplinary medical setting. Jenny has conducted early development, autism-specific, psychological and neuropsychological evaluations, as well as individual and family therapy. She has consulted extensively with medical providers and school districts regarding implementation of accommodations and interventions for mental health and medical conditions. Areas of specialty include young children, teenagers, therapy, evaluations, and treatment of anxiety (including OCD), ADHD and Autism Spectrum Disorders.

## Answers to Questions About the Seeing My Time Group

**How is the group setup?** There are seven 60 minute sessions where students and parents attend together.

**What is the cost of the group? The cost of the group is \$350 + \$40 for workbooks.** A \$150 deposit is collected prior to the start of the group and copayments are applied to this amount. If we are not billing insurance, payment in full is required. An initial consultation (\$210) will be required for families whose child is not a current client of Children's Program.

**What if we miss one?** The program is considered a "package" service. There is no credit for sessions that are missed. Missed sessions CANNOT be billed to your health insurance.

**Do you bill insurance?** Our office is contracted to bill certain insurance companies. Please refer to the Financial Information sheet for a list of the insurance companies we currently bill or contact the billing office at (503) 452-0307. Remember, billing insurance is not a guarantee of payment. Sessions missed for any reason cannot be billed to insurance and the fee for that session (\$50) is owed. We required a credit card number on file for Group registration/attendance. Any balance owing will be charged to the credit card on file at the end of the group. Some insurance companies will ask for written information regarding the student. Although we will not be writing reports, we will provide the carrier with a description of the group, the dates of the sessions, and your child's diagnosis.

**My insurance requires pre-authorization. Will you call them or fill out the necessary paperwork?** Not without an appointment. If your insurance company requires pre-authorization (this is rare) and they are unwilling to pre-certify with the information already provided to you, you may schedule an appointment to complete the treatment planning. At that time, the authorization will be requested via phone or letter. These appointments are scheduled for 45 minutes at the treatment-planning rate of \$150.00.

**Can we talk after at the end of group or after a parent meeting?** Please try and keep things short or arrange some time to talk by phone. Extended phone calls are not part of the group and will be billed to you directly. These are not insurance reimbursable.

**Will we consult with the school or meet with them individually?** Although we are interested in helping in whatever way we can, these services are beyond the scope of the group.

**Where do we wait?** Wait for class in the waiting room on the fourth floor. Please remember that there are people working nearby and the students are your responsibility until group begins. Please arrive promptly so that the group will not be disrupted by students entering late.

**What about bad weather?** In case of inclement weather, please call the office (503) 452-8002 to check if group will be held. All families are asked to provide an email address for contact purposes.

# Therapy Group Registration Form

Spring  Fall  Winter

Child's Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Parent / Guardian Name: \_\_\_\_\_

Phone Numbers: Day \_\_\_\_\_ Cell \_\_\_\_\_ Evening: \_\_\_\_\_

E-mail \_\_\_\_\_

Has your child been seen at this clinic before?  Yes  No

If yes, for:  evaluation  therapy  other groups

Group/Class Name \_\_\_\_\_

Dates/Times \_\_\_\_\_

**Please read the Financial Policy for Therapy Groups and call the office to determine if we bill your health insurance. Send this registration form with a photocopy of your insurance card, the Information and Consent for Payment and Healthcare Operations forms, and your deposit. A CREDIT CARD # MUST ACCOMPANY ALL REGISTRATIONS NOT PAID IN FULL. Balances owed 90 days after insurance has paid will be charged to this credit card. IF you choose to cancel your registration within 3 business days of the start of the group you will incur a \$25 administrative fee. We reserve the right to refund your registration by check.**

Insurance Company: \_\_\_\_\_

Address: \_\_\_\_\_

Policy #: \_\_\_\_\_ Group #: \_\_\_\_\_

Policy Holder Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Check (please mail)  Mastercard  Visa  Discover  AMX  PayPal

(Provide credit card information below)

Cardholder's Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Security Code: \_\_\_\_\_

**Return this form by mail or fax to the Children's Program along with your completed registration packet.**

6443 SW Beaverton-Hillsdale Hwy, Suite 300, Portland, OR 97221  
Fax to (503) 452-0084

## TREATMENT CONSENT

**WELCOME TO THE CHILDREN'S PROGRAM!** We look forward to assisting you with your goals. Here is some important information you should know BEFORE we begin to work with you/your child(ren)/family.

**STAFF AND OUR SERVICES:** The Children's Program is a private, multidisciplinary clinic. Our clinical staff consists of a licensed developmental/behavioral pediatrician, consulting psychiatrists, licensed psychologists, licensed professional counselors, and certified educational specialists. We help adults, families and children with social, emotional, developmental, and learning concerns. When you call for an initial appointment we encourage you to formulate questions for us to answer or specific goals you want to accomplish. With that information we will schedule appointments for consultation, evaluation and/or treatment with appropriate staff. We will attempt to remind you of your appointment via email, text and telephone.

*During the first appointment, your clinician will introduce him/herself to you and, at your request, share specifics regarding his/her education and training. You can then further clarify goals and agree how they will be reached. If you have difficulty describing clear goals for treatment, it is important to discuss this with your clinician. We will work with you to meet your/your family's specific needs. It is a collaborative process that is provided without a guarantee of satisfaction or results. You retain the right to request changes in treatment or to end treatment at any time. When medication is recommended, your doctor will discuss the risks, benefits, and alternatives. When accepting a prescription for medication, you agree to follow the prescribing physician's recommendations regarding ALL aspects of treatment. If we recommend referral inside the clinic, information will be shared between clinicians. If we recommend referral outside our clinic, we will attempt to provide you with alternatives.*

**IF YOU ARE RECEIVING SERVICES UNDER A MANAGED CARE HEALTH INSURANCE CONTRACT,** your policy may limit behavioral health coverage to "**medically necessary**" procedures (for acute symptom relief). It is the responsibility of the patient/ family to ensure all necessary preauthorization is current. Your provider has an agreement with your insurance company to provide services within the limitations of these conditions. The managed care company may require a release of information about your treatment to the primary care physician. Your managed care health insurance company hires reviewers to assess the record keeping and functioning of provider offices. As part of this process, they may either send a reviewer to our office to inspect your record or request a copy of your record be sent to their office for review. If this is the case, we will follow all procedures to protect the confidentiality of your record. Your managed care insurance may request that information regarding treatment and/or treatment authorization be transmitted via facsimile or e-mail. If you do not want us to send or receive information in this manner on your behalf please inform your clinician and specify this request in writing. Some concerns you want to address in therapy may not meet the conditions of your insurance coverage. Should you want to receive treatment for a non-covered condition, your therapist will discuss options with you.

*The Children's Program will not be a party to any legal proceedings/lawsuits. Our goal is to support clients to achieve therapy goals, not to address legal issues. Clients entering treatment agree not to involve the Children's Program and their treating clinician in legal/court proceedings or attempts to obtain records of treatment/evaluation for use in legal/court proceedings.*

**CONFIDENTIALITY:** The privacy of your evaluation/treatment is important to us. Information shared with clinicians is confidential. The Children's Program maintains a single chart to record the services that are provided. We will maintain your chart for 7 years from the last date of treatment. Information from that record can be shared with other professionals/agencies/individuals **ONLY** with your **WRITTEN** consent by signing a release to disclose confidential information. Please be conservative and circumspect when requesting release of information. This is to protect your child/family's privacy now and into the future as your child ages. Please be aware that the record we release may be released by other providers/agencies. The Release to Disclose Confidential Information form requires specifying **WHAT** information is to be shared, **WHO** shall receive it, for **WHAT** purpose and the **DATES** of the confidential information. In Oregon, the age of consent for treatment and release of mental health records is 14 years of age. The signature of patients 14 years or older is required to release the information in the treatment record. With written permission, we can communicate with other professionals on your behalf via phone or email and provide evaluation reports and/or a summary of treatment. We do not generally release patient chart notes or test protocols. If under a special circumstance, release of additional information is requested, this will be reviewed after conferring with the patient/family members and the requesting clinician/physician. There may be charges for photocopying and mailing records. In the case of divorce, both parents have equal access to the information in the chart of a child under the age of 14. If consultation with other professionals on your behalf is necessary, your anonymity will be preserved.

We may, but do not guarantee calls to remind you of upcoming appointments. Please let us know **EACH** time you schedule an appointment if you **DO NOT** want a reminder call.

We respect the rights of a child/parent/adult to have particular information remain private between themselves and the therapist. If you have concerns about this, let your therapist know and a comfortable arrangement can be reached which allows therapy to progress, yet respects the rights of individuals. Please advise us in writing if you wish to be contacted only in a particular way or only at particular phone numbers. There are several situations in which the law requires clinicians to make exceptions to the confidentiality of communications between client and clinician. These situations are:

- when there is suspected child, elder, or disabled abuse
- when there is threat of harm to self or others
- when medically relevant information is needed for emergency medical treatment
- when records are subpoenaed by order of a Judge, or if the client waives confidentiality
- when conducted at the request of an outside agency with the client's approval

(please see reverse side)

information may be required by your insurance company to process a claim. Typically, this involves disclosure of a diagnosis and the dates of services, though at times, more may be required. Your file may be reviewed for quality assurance by the Children's Program or your insurance company. We will maintain your confidentiality during this process.

**ELECTRONIC COMMUNICATION, I.E., E-MAIL/FAX, PRESENTS A POTENTIAL RISK TO PATIENT CONFIDENTIALITY. Email is not a replacement for office visits.** While families and patients may find this a convenient way to communicate they must be aware of the risks and discuss them with their clinician. If a patient/family still wishes to assume these risks and communicate with their clinician in this way, they may acknowledge this by signing below and exchanging information with their clinician within a session. Clinically relevant information exchanged by fax/email may become a part of the clinical record.

**FEES/PAYMENT:** Fees are billed on an hourly basis and vary for each discipline. When you call for an appointment, we provide an estimate of the fee(s). We will inform you if this changes. We request payment of the fee(s) at each appointment. In some cases, we will bill your primary insurance directly. **HOWEVER, THIS DOES NOT GUARANTEE COVERAGE.** Health insurance plans vary widely in their mental health coverage. A copy of our **FINANCIAL POLICY** is available on our website. **Please read our Financial Policy.** We require that you read/sign **INFORMATION** and **CONSENT FOR PAYMENT** forms prior to initiating evaluation/treatment. We require you provide a valid credit card number. Charges remaining after 90 days may be charged if you have not called us regarding arrangements for payment of a past due balance

**There are circumstances that impose additional fees.** To cancel a scheduled therapy or consultation appointment, please call during office hours and give at least 24 business hours' advance notice. A mandatory fee of up to 100% of the charge will be assessed for missed appointments or appointments cancelled without sufficient notice. Cancellations left on voicemail after business hours will be considered received as of the next business day. Reminder phone calls are not guaranteed. If you must cancel an evaluation appointment, please notify us at least one week in advance. We may elect not to reschedule evaluations cancelled without sufficient notice. You will be charged for telephone/email consultation outside a session or a cancellation without sufficient notice. This is billed at the clinician's hourly rate and is not reimbursable by a health insurance company. Same day requests for refills of prescriptions incur a \$10 charge. If a clinician is required to testify on a client's behalf court preparation/travel/testimony will be billed at \$200 per hour. In the unlikely event that your account is referred to a collection agency or small claims court, we will release your name, address, phone number, social security number, and amount owed. You will be notified in writing if this is to occur.

**EMERGENCIES:** Office phones are answered between 8:00 a.m. and Noon and 1:00-5:15 p.m. Monday through Thursdays and between 8:00 a.m. – Noon and 1:00-3:30 p.m. on Fridays. The office is closed on Fridays during July and August. Messages may be left on the voicemail at any time. Our clinicians will attempt to return your call within 24 hours. If you feel you have an **emergency** situation that cannot wait until the office re-opens, please call the Answering Service at (503) 294-1309. They will make every effort to contact your clinician; however, it is possible that your clinician may be unavailable or unreachable. Families needing immediate attention are advised to contact the Emergency Room of the nearest hospital.

**GRIEVANCE PROCEDURE:** If you have concerns regarding these policies, please discuss them with your clinician during your initial session. Should you feel dissatisfied with your treatment for any reason, please talk to your clinician. If you and your clinician are unable to resolve the problems, you may submit a written letter of concern to our Clinic Administrator. You will receive notice of action taken within 10 working days.

**I HAVE READ AND UNDERSTAND THE ABOVE INFORMATION AND I CONSENT TO TREATMENT. BY FURNISHING MY EMAIL ADDRESS, I CONSENT TO THE USE OF EMAIL TO COMMUNICATE.**

Email Address: \_\_\_\_\_

\_\_\_\_\_  
(Name of Patient)

\_\_\_\_\_  
(Date of Birth)

\_\_\_\_\_  
Signature (clients age 14 years and above)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Signature (Parent/Guardian/Legal Rep.) (Relationship to Client)  
(If Guardian/Legal representative, please provide documentation of guardianship status.)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Clinician's Signature

\_\_\_\_\_  
(Date)

**Please sign and return this form.**

6443 SW Beaverton Hillsdale Hwy, Suite 320, Portland, OR 97221  
(503) 452-8002 Fax: (503) 452-0084  
[www.childrensprogram.com](http://www.childrensprogram.com)

## CONSENT FOR HEALTHCARE OPERATIONS

CLIENT \_\_\_\_\_ DOB: \_\_\_\_\_

I understand I am financially responsible for all charges. Payment is due in full on the day of service. If the Children's Program agrees to bill insurance, I will pay co-payments, co-insurance or deductibles as required at each visit. I understand billing insurance is not a guarantee of payment. If my insurance denies coverage for services or procedures, I am responsible for the charges. Accounts must be paid in full within 90 days. Balances remaining after 60 days will accrue billing charges. Charges remaining after 90 days will be charged to the credit card on file to avoid further billing or collection fees.

- I request health insurance payments be made directly to Children's Program. If the insurance carrier sends payment to the patient/family member, I will forward payment to the Children's Program for credit to my account. **The Children's Program may disclose the information necessary to process my insurance claims to any person, corporation, or agency responsible for payment including: \_\_\_\_\_ insurance carrier \_\_\_\_\_ school \_\_\_\_\_ other (specify)**
- I acknowledge that the patient does not hold Oregon Health Plan Insurance (OHP). If the patient unknowingly has OHP insurance, as either primary or secondary insurance, I waive the right to have OHP billed.
- In cases of divorce, the parent/guardian initiating service is responsible for the account and must sign this form. If that parent does not carry the client's health insurance, this form must also be signed by the individual who carries the insurance in order to submit a claim and have the benefits assigned to our office.
- I understand that I must call **DURING OFFICE HOURS** and give at least **24 business hours advance notice** when canceling an appointment. Evaluation appointments require a one week notice. If I fail to do so, I understand I will be charged up to the full appointment fee.
- If I am receiving services under a managed care mental health insurance contract, I understand I may be required to obtain preauthorization before scheduling appointments. The health insurance carrier may limit the number of appointments I can schedule, or the time period in which appointments may occur. My health insurance may limit the types of procedures or diagnoses for which treatment is provided. I agree to be financially responsible for appointments that are not covered by health insurance because of breach of any of these conditions.
- If I choose to submit claims for services outside Children's Program insurance billing policies, I am aware that Children's Program will not accept assignment/provider discounts.
- I understand I must notify the Children's Program of any changes in my health insurance coverage prior to the next appointment. I understand the Children's Program will not retroactively bill for changes if insurance carrier.
- In the event of nonpayment of charges, the Children's Program shall be entitled to disclose information and recover all costs and expenses incurred in seeking collection of such charges including, without limitations, court costs and reasonable attorney's fees, whether such claims are pursued through court proceedings, appellate or bankruptcy proceedings, arbitration, or mediation.

<b>Patient care coordination standards strongly recommend the practice of sharing information with the patient's PRIMARY CARE PROVIDER. I consent to the Children's Program exchanging information as appropriate.</b>	
_____ <b>Name of Primary Care Provider</b>	_____ <b>Group Affiliation if Applicable</b>
_____ <b>Office Address</b>	

**I have read and authorized the above.**

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Financially Responsible Party/Legal Guardian	Date	Relationship to client
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## Financial Policy for Groups

We want to clarify billing procedures so you are aware of your financial obligations. Your child is the client. Billing is submitted under the child's name.

Our office maintains a direct billing relationship with many, but not all, health insurance companies. We bill the companies listed below:

- Aetna (most plans)
- Blue Cross products (unless managed by a third party)
- HMA
- Managed Healthcare Northwest
- MODA
- PacificSource (Managed Healthcare NW Network, Preferred PSN)
- Providence Health Plans
- Regence Blue Cross of Oregon, Teamsters BC, Federal BC, BC/BS of varying states using the PPO network.
- United HealthCare/United Behavioral Health
- UMR
- First Choice Network Plans

**It is important for families to educate themselves about the mental health benefits of their health insurance policies.** Please call your insurance company PRIOR to the beginning of any group to determine your coverage. Inquire if your company provides a managed mental health benefit, whether you must meet a deductible, the amount of your co-payment/coinsurance, and whether pre-authorization is required. In most cases pre-authorization is initiated by the family/patient and NOT the primary care physician/pediatrician. Coverage **may exclude** specific diagnoses e.g., Attention Deficit, Autism Spectrum, or a specific service such as group therapy.

**Therapy groups are a package.** There is no credit for missed meetings or group therapy sessions. Please note: missed group sessions cannot be billed to your health insurance and the fee for that session is then owed by the family. The agreement with your insurance carrier is a contract between you, your insurance company and, in some cases, your employer. Please remember, billing insurance is not a guarantee of payment.

If we are billing your primary health insurance please complete the following:

- ✓ A Registration form for the child.
- ✓ An Information form for the child.
- ✓ A Consent for Payment and Healthcare Operations form for the child.
- ✓ A photocopy of your health insurance card.

Registrations must include the required deposit **AND** Credit Card Information. Incomplete registrations will not be accepted. If you must cancel, please notify us within 4 business days prior to the start of the group so we can refund your registration fee. Cancellations received after that time will receive a refund, less a \$35 administrative fee. We reserve the right to refund your registration by check. Your refund will be mailed to you within approximately four weeks.

Our policy is to bill a patient's primary insurance carrier and allow 60 days for the claim to be paid. If a payment has not been received from an insurance company within 60 days, we encourage the patient to contact their insurance company. Please review the Explanation of Benefits your insurance company provides. Accounts unpaid after 60 days are your responsibility.



Some insurance companies will ask for written information regarding the group. Although we will not be writing reports, we will provide the carrier with a description of the group, the dates of the sessions, and you/your child's diagnosis. Additional treatment planning will require a treatment session with your provider.

If we are NOT contracted to bill your health insurance, **payment in full** is due at the time of registration. Families using an out-of-network benefit should contact their insurance carrier **prior** to beginning a group. Verify your mental health benefits and whether pre-authorization or treatment planning is required. If an insurance company requires completion of paperwork in order for you to receive reimbursement, you must schedule an appointment with the clinician running the group prior to the first group session. This appointment is billed at a rate of \$150 for a 50-minute session. Please contact our Accounts Manager to obtain copies of the materials you will need to send a claim to your insurance company along with a guide for self-billing insurance. This information is available after the group has ended.

Financial arrangements between divorced parents must be handled independent of the Children's Program. In cases of divorce, the parent seeking service is responsible for the account and must sign the Consent for Payment and Healthcare Operations form. If the other parent holds the insurance, they, too, must sign the Consent for Payment and Healthcare Operations form. This gives us permission to bill the health insurance.

Payment can be made with a check, cash, MasterCard, Visa, Discover, American Express, PayPal, or with an HSA, HRA or Benefits credit card. Please call our Billing Office if you need a printout of your account or to answer any questions.

Accounts with unpaid balances after 90 days must be paid to avoid collection action. We will make every attempt to contact you to settle the balance and reserve the right to use the credit card number on file to settle the balance.

In the event of non-payment of charges, the Children's Program shall be entitled to recover all costs and expenses incurred in seeking collection of such charges, including, without limitation, court costs and reasonable attorney's fees, whether such claims are pursued through court proceedings, appellate or bankruptcy proceedings, arbitration, and/or mediation.

## REGISTRATION CHECKLIST

### SEEING MY TIME GROUP

#### Did You:

1. Complete the **Registration** form. **Payment in full or a \$150 deposit PLUS credit card information (if we are billing insurance), must accompany the registration.**
2. Remember to put all the meetings on your calendar!
3. Enclose a photocopy of the front and back of your insurance card if your health insurance is on the list of companies we bill. This is essential if you would like us to bill the insurance for you. Also, please provide a copy of the photo ID of the guarantor of the account.
4. Read, sign, and return the Consent for Payment and Health Care Operations form. Your credit card numbers MUST be included for your registration to be processed unless you are paying in full.
5. Read, sign, and return the Treatment Consent form.

Keep this packet handy while your child is attending the group program. You may want to refer to it in the future.

Children's Program  
(503) 452-8002

## SEEING MY TIME GROUP

### WINTER 2018 CALENDAR

**(All balances not billed to insurance and insurance deductibles must be paid before the first parent meeting or a payment arrangement verified)**

Tuesday	01/23/18	Group Meeting	5:30-6:30	p.m.
Tuesday	01/30/18	Group Meeting	5:30-6:30	p.m.
Tuesday	2/06/18	Group Meeting	5:30-6:30	p.m.
Tuesday	2/13/18	Group Meeting	5:30-6:30	p.m.
Tuesday	2/20/18	Group Meeting	5:30-6:30	p.m.
Tuesday	3/06/18	Group Meeting	5:30-6:30	p.m.
Tuesday	3/13/18	Group Meeting	5:30-6:30	p.m.

*Visit us on the Web at [www.childrensprogram.com](http://www.childrensprogram.com)*