

MENTAL HEALTH AFFILIATES

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Our goal at **Mental Health Affiliates** is to provide high quality behavioral health expertise. The following information is offered to help orient you to our group practice. Please feel free to raise any questions or concerns that you may have with your individual provider.

Confidentiality

As licensed psychologists and social workers, we are dedicated to preserving your privacy. Information you discuss with your individual provider will remain confidential, unless you sign a written authorization for its release to a specific party. The Commonwealth of Massachusetts requires some confidentiality limits, which are outlined on a separate sheet ("Informed Consent Regarding Limitations on Confidential Communications").

Emergency Procedures

Mental Health Affiliates maintains a 24-hour answering service with confidential mailboxes for each clinician. In case of emergency, we are available by pager. Please call either number listed above, and the answering service will contact us. If it is a life-threatening emergency and for some reason you cannot reach your therapist or cannot safely wait for his/her response, please call the police or go to the nearest hospital emergency room.

Fees and Billing

Our standard fees for a regular 45-50 minute office visit are: Initial Evaluation - \$170; Individual or Family/ Couples Therapy - \$150. We are contracted providers for most of the common insurance carriers. In order to bill your insurance company, we need full information from you including, if applicable, authorization numbers. At the end of your insurance benefit, you may wish to continue your counseling. At that time you may discuss an out-of-pocket fee with your provider.

Cancellation and No-Show Policy

We make every effort to provide good access to care and to schedule appointments as conveniently as possible. We need your cooperation in order to meet these goals. **We require 24 hours notice of a cancellation.** This allows us the opportunity to offer the appointment time to another client. Late cancellations or missed appointments will incur a **standard fee of at least \$50.** This fee is not covered by insurance and is payable at or before the time of the next visit.

Quality Assurance

Our intent and commitment is to provide services of high quality. If you are dissatisfied, please speak initially with your provider. If the issue remains unresolved, please feel free to contact one of the **Mental Health Affiliates** co-directors: Gerry Lewis, Ph.D., or Pat Lewis, LICSW.

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