

**PRACTICE INFORMATION
and INFORMED CONSENT**

NOTICE OF PRIVACY PRACTICES (HIPAA)

CONSUMER RIGHTS

Practice Information and Informed Consent

WELCOME. Thank you for choosing Innovative Learning Professionals for your mental health, educational, and rehabilitative needs. We are pleased to offer a range of treatments provided by caring and competent staff.

This document contains important information about professional services and business policies at Innovative Learning Professionals, LC (ILearn). Notice of Privacy Rights in accordance with federal Health Insurance Portability and Accountability Act (HIPPA) law information is also included. We ask that you read the entire document and ask any questions you may have.

Counseling/Mental Health/Behavioral Health

Therapy services vary depending on the personality of both the therapist and client as well as the particular needs of the client. Each clinician offers many approaches and techniques and will work with clients to determine what may be most beneficial. The success of therapy services depends significantly on client participation and effort. The work put forth during sessions as well as between sessions (practicing what is learned, completing assigned tasks etc.) will likely lead to reaching therapeutic goals more quickly and more fully. Questions are welcome and encouraged regarding clinician credentials, questions about risks and benefits of therapy approaches, alternative options, progress, or other concerns.

Therapy/Counseling: Individual, family, and couples therapy are offered at ILearn. Services focus on a variety of conditions and symptoms in order to improve overall emotional, behavioral, interpersonal, occupational, and educational functioning. The risks associated with psychotherapy include experiencing uncomfortable levels of sadness, guilt, anger or other emotions. Recalling negative aspects of your life may also cause distress for some. Though there are no guarantees, psychotherapy has been shown to significantly reduce client distress, increase individual functioning and satisfaction in relationships, improve self-esteem, elevate mood, and resolve specific problems. Once services begin, the clinician will offer initial impressions and treatment plan details as soon as possible. It is advised that you evaluate this information along with the level of comfort you feel with the provider. If you have questions, please discuss them as they arise. If you have persistent doubts, we are happy to help you secure a consultation with another professional.

Intake \$170, Therapy \$165 hourly (\$85-\$115 part-hour)

Psychological Assessment: Psychological testing and evaluation is relatively time-limited. Most often, clients are seeking answers to specific questions when they are scheduled for an assessment. The psychologist will explain the reason for any test prior to administering and will conduct an interview with the client. Responses and scores will be analyzed, and a written summary may be provided to you and others (family, physician, school) with your permission (if assessment is court ordered, you should assume results will not remain confidential). In addition, a session to review findings and recommendations may be scheduled with the provider, though additional charges may apply.

Benefits to psychological evaluation services include better understanding of the client by self, family, spouse etc. Also, clients might benefit from more appropriate recommendations, improved well-being, identification of strengths, and being provided documentation needed for accommodations in school or work settings.

Risks associated with testing may include discomfort associated with acquiring a diagnostic label such as ADHD, learning disabled, memory impairment etc. in addition to increased awareness of personal limitations. Clients may feel discomfort during interview portion as they recall unpleasant experiences.

Psychological testing is often covered in part by insurance, though educational testing is typically not covered.

Psychological Assessment/Testing - varies by service \$150-\$255 per hour

Neurotherapy/Neurofeedback/EEG Biofeedback: Researched for over 60 years, neurotherapy has more recently migrated out of university labs and into the office setting. Although considered experimental for some conditions, research indicates treating ADHD in this manner may be a standard treatment option. Many insurance companies, however, continue to consider neurotherapy investigational. While individual results vary, there is promising evidence of reduced symptoms and in some cases, a decreased need for medication. Neurotherapy is also used to treat depression, anxiety, brain injuries, and autism. This non-invasive treatment includes measuring brain waves through sensors placed on the skin of the head and ears. It is painless and safe and involves no skin pricks. Brainwaves are analyzed and a program designed for each client. A noninvasive computer program provides auditory and visual feedback so the client can learn to change brain wave patterns. For clients struggling with ADHD, many report reduced symptoms of ADHD, irritability, and opposition. The course of treatment is typically 20-40 sessions with only specific insurance companies reimbursing for certain procedures. Risks may include mild skin irritation (though rare), increased emotional intensity/agitation, brief negative feelings when progress seems slow, and a shift in family roles as one member improves functioning (inherent in any successful treatment). Neurotherapy is most often utilized in conjunction with psychotherapy.

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| Quantitative EEG and analysis \$700; \$115 to \$165 per treatment session |
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Alpha-Stim: Alpha-Stim was first introduced in 1981 as a treatment for depression, anxiety, insomnia and pain. There is a considerable body of solid research regarding its treatment utility and cost effectiveness. The Alpha-Stim is a medical device which produces an electrical current with a unique waveform which is either passed through the brain or through a part of the body experiencing pain. There have been no serious side effects reported even with prolonged treatment, though some would caution its use with those who have seizures. Individuals may feel dizzy while being treated, which typically dissipates quickly after the electrodes are removed. Other risks may include minor skin irritation. More information may be obtained directly from the company's website: www.alpha-stim.com.

Therapeutic Listening: Therapeutic Listening is a treatment for auditory processing disorders that is delivered predominantly in the home setting, which improves its cost-effectiveness compared to similar treatments. It may also have a positive impact on other sensory, perception, and cognitive processes (including attention for some individuals). The treatment requires listening to music which has been altered to train the brain to process information in unique ways (e.g., three dimensional sounds in movement). The treatment requires listening to 30-minute segments of music twice a day at least 3 hours apart. The approach is noninvasive with rare side effects. For example, at times individuals may become more talkative or emotional for periods during the course of treatment. Cost involves an initial programming fee, the purchase of headphones and CD player, and the purchase or rental of CDs.

Contacting Us (Regular Office Hours and Emergency)

Main phone number (515)270-0280 – Emergency press 9 & follow prompts

Individual office hours vary by provider, and staff is often not immediately available to take calls. Our phone system will direct you to the appropriate voicemail, and we make every effort to return phone calls within 24 hours except during weekends and holidays.

Psychological/behavioral services clients only—in the event of a true mental health emergency call our main number and follow after-hours emergency procedures (option 9) to be connected to your provider. You may also call 9-1-1, your primary care physician or psychiatrist, or go to the nearest hospital emergency department.

Billing and Payment

Clients are expected to pay fees (including copayments, co-insurance, deductibles etc.) at the time of service. In some instances, you may be required to pay prior to services being rendered.

Scheduled appointments are an agreement between you and a provider. Appointment times are reserved specifically for you, and if you are not able to keep that appointment, a 24-hour cancellation is expected. When someone fails an appointment or does not give proper notice, our clinicians are often not able to fill that time slot. A fee may be charged to you for appointments not kept if proper notice is not given. Questions about billing and charges should be directed to Mary Kay or Sue through our main office number.

If you do not have insurance coverage, or chose to not use your insurance benefits, your fee may be discounted for payment received at the time of service. If we are not an in-network provider, we can provide you with documentation to submit to your insurance company for possible reimbursement.

Insurance

ILearn participates in a limited number of insurance plans, and benefits vary greatly from one policy to another. Medical insurance does not guarantee coverage. Insurance companies typically do not cover educational services and services deemed investigational. It is the client's responsibility to pay for all services rendered, sometimes prior to us receiving insurance compensation. Please refer to your individual policy and benefits and ask your provider any questions you may have.

Most insurance agreements require that clients authorize release of clinical diagnosis, and at times treatment plans or case summaries. Very rarely, a copy of your entire clinical record is requested for insurance reimbursement consideration. If you refuse authorization to release requested information, the insurance company can deny payment, making you responsible for 100% of fees. We make every attempt to release minimal information requested, but once released, we have no control over the information.

Minor Clients

If a client is under 18 years of age, parents have legal right to examine treatment records with the exception of specific categories of information. It is our policy to request parents relinquish this right, especially for adolescents, though ILearn clinicians typically provide general information such as initial impression, plan, progress and summary (though in high risk situations, parents may require more information to keep their children safe). Prior to sharing information with parents, we will attempt to discuss details with the child/adolescent first. We may also discuss issues in family sessions. Please feel free to discuss these issues in more depth with your provider.

Confidentiality

Confidentiality of communication between client and psychologist or other mental health clinician is protected by law, and ILearn may only release information about our work with others with your written permission.

However, mental health, medical, and educational professionals are legally required by Iowa law to take action to protect others from harm in certain situations, even though that requires revealing information about a client's treatment. Should such a situation arise, we make every effort to fully discuss it with you before taking action. Breaking confidentiality may be required in the following situations:

- If a psychologist, counselor, or educator has professional contact with a child, an elderly person, or a disabled person who is being abused or neglected, we are legally required to file a report with the appropriate state agency (referred to as "mandatory reporting").
- If a health professional believes that a client is threatening serious bodily harm to another, the professional may be required to take protective actions that may include notifying the potential victim, law enforcement, or seeking appropriate hospitalization for the client.
- If a client threatens to harm himself/herself, a health professional may be required to seek hospitalization for the client or contact family members who can help provide protection.

In addition, your authorization is not required in the following situations:

- *Supervision*-Providers may discuss cases within our organization to help ensure high quality of service.
- *Consultation*-On occasion, it is helpful for clinicians to consult about a case with professionals outside our organization. In doing so, the identity of the client is not revealed, and the person consulted is also required to maintain confidentiality. Consultation will be noted in the client record.
- *Scheduling and billing*-Client names, demographics, and diagnostic codes are available to billing staff and to other staff who may be involved in scheduling or contacting a client for another reason.
- *Insurance Reimbursement*-Insurance companies routinely require basic information about a client (names, address, date of birth, etc.) in addition to codes representing both mental health diagnosis and services rendered. On a rare occasion, they may also request a copy of mental health records (e.g., therapy notes or psychological evaluation) for review. They may also require a phone consultation with the provider (e.g., to agree to authorize services provided). Every effort will be made to inform and obtain consent when those demands go beyond the routine.
- *Court*-We cannot release mental health information without your written consent or a court order. If you are involved in legal proceedings, confidentiality should not be assumed. Please consult with your attorney. Releases of information are also not required to make mandatory reports to DHS.
- *Government oversight*-Information requested for health oversight may require release of information.
- *Complaint*-If a client files a complaint or lawsuit against ILearn or ILearn staff, we may disclose relevant information regarding the client in order to defend our practice or providers.
- *Worker's compensation*-Upon appropriate request, ILearn will release information as it pertains to the client's physical and mental condition relative to the claim.

Please discuss any concerns you may have about confidentiality. Should you need specific advice, legal consultation may be desirable.

Final Thoughts

We are willing to discuss this information, explain anything you do not understand, and answer any other questions you may have. Choosing between alternatives, including your counselor or other service professional, is a consumer's choice, and asking questions will help you make a good decision. We welcome your questions at any time during the course of your services with us. Again, thank you for choosing Innovative Learning Professionals.

NOTICE OF PRIVACY PRACTICES (HIPAA)

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that requires that all medical records and other individually identifiable health information used or disclosed by a medical professional be kept properly confidential. The Act gives you, the client, rights to understand and control how your health information is used. HIPAA provides penalties for covered entities that misuse personal health information. Note: In many instances the existing Iowa laws were already more restrictive than the new HIPAA law.

As required by HIPAA, we have prepared this explanation of how we may use and disclose your Protected Health Information, along with information about your rights.

PROTECTED HEALTH INFORMATION:

Protected health information may include but is not limited to information collected or generated about past/present/future physical or mental health conditions, your reasons for seeking psychological or medical treatments or evaluations, psychological evaluation results, a description of the way that your problem impacts your life, your diagnosis, the goals that we set for treatment, your progress toward those goals, psychotherapy progress notes, your medical and social history, your treatment history, any past treatment records we receive from other providers, reports of any professional consultations, and your billing records. Although educational information is not covered by HIPAA guidelines, we will make every effort to protect all information collected at the Innovative Learning Professionals with the same level of privacy protection.

USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION:

We can use and disclose your protected health information only for treatment, payment, and health care operations. By consenting to treatment, you are consenting to the creation of protected health information for use with your specific health provider, for payment purposes, and for basic health care operations.

- **TREATMENT** means providing, coordinating, and managing health care and related services by one or more health care providers. Iowa law requires obtaining specific, additional authorization prior to sharing information about your treatment with another individual, such as your physician, other treating professional, or a relative.
- **PAYMENT** means such activities as obtaining reimbursement for services, confirming insurance coverage, billing or collection activities, and utilization review. Iowa law requires that I obtain your consent to bill your insurance company for you.
- **HEALTH CARE OPERATIONS** include the business aspects of running the practice, including scheduling appointments and quality assessment.

We may contract with Business Associates to provide assistance with services such as billing, accounting, or copying. They receive the minimum amount of protected health information necessary for them to perform their duties, and they are educated and contracted to safeguard your information. In addition, we may create and distribute de-identified health information by removing all references to individually identifiable information (e.g., for research). We may contact you to provide appointment reminders or information about treatment alternatives or other health-related services that may be of interest to you. With the exceptions noted below, other uses or disclosures will be made only with your written authorization or by court order. You retain the right to revoke an authorization.

LIMITS OF CONFIDENTIALITY UNDER IOWA LAW:

Mental health and medical professionals are legally required by Iowa law to take action to protect others from harm in certain situations. Educators are mandated to take action in the first of the three situations, and while they are free to act in the last two, it is not mandated.

- If a psychologist, counselor, or educator has professional contact with a child, an elderly person, or a disabled person who is being or has been abused, we are legally required to file a report with the appropriate state agency.
- If a health professional believes that a client is threatening serious bodily harm to another, he may be required to take protective actions that may include notifying the potential victim, notifying the police, or seeking appropriate hospitalization.
- If a client threatens to harm him/herself, a health professional may be required to seek hospitalization for the client or to contact family members or others who can help provide protection.

RIGHTS UNDER HIPAA:

You have the following rights with respect to your protected health information and you can exercise these rights by a written request to us.

- The right to request restrictions on certain uses and disclosures of protected health information, including those related to disclosure to family members or other persons identified by you. We are not required to agree to a requested restriction. If we do agree, we must abide by the restriction unless you agree in writing to remove it. Note that Iowa law is more restrictive than HIPAA regulations with respect to confidentiality of mental health information.
- The right to receive confidential communications of protected health information and the right to reasonable requests to receive information from me by alternate means or locations (e.g., having your statement sent to a post office box).
- The right to inspect and copy your protected health information. We may deny that request under certain circumstances.
- The right to amend your protected health information.
- The right to receive an accounting of disclosures of protected health information.
- The right to a paper copy of this notice upon request.

We are required by law to maintain the privacy of your protected health information and to provide you with notice of legal duties and privacy practices with respect to Protected Health Information.

This notice is effective as of 4/15/03, and we are required to abide by the terms of the Notice of Privacy Practices currently in effect. We reserve the right to change the terms of this Notice and to make the new Notice provisions effective for all Protected Health Information that we maintain. We will post the new Notice and you may request a written copy of any revised Notice.

If you feel that your privacy protections have been violated, you have the right to file a written complaint with us or with the Department of Health and Human Services, Office of Civil Rights, 200 Independence Avenue SW, Washington DC 20201 (1-877-696-6775). We will not retaliate against you for filing a complaint. — revised 4/03



Consumer Rights

- Every consumer of I LEARN services has the right to receive courteous, polite, and fair treatment.
- Consumers have the right at all times to be treated with consideration and respect for their privacy, autonomy, and dignity.
- Consumers have the right to obtain from their service provider, information necessary to give informed consent prior to the start of any medication and/or treatment.
- Consumers have the right to every consideration of privacy concerning their service program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in a consumer's care, must have the permission of the client to be present.
- Consumers have the right to confidentiality, as protected under State and Federal laws, including those under Federal confidentiality rules 42 CFR and those of I LEARN with regards to communications and personal identifying information, within the requirements of disclosure.
- Consumers have the right to examine and receive explanation of any bill, regardless of the source of payment.
- Consumers have the right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
- Consumers have the right to receive an explanation of the reason for the denial of service.
- Consumers have the right not to be discriminated against in the provision of service(s) on the basis of religion, race, color, sex, national origin, lifestyle, physical or mental disability, status within the HIV/AIDS spectrum, or developmental disability.
- Consumers have the right to receive services in the least restrictive, feasible environment.
- Consumers have the right of freedom from unnecessary physical restraint or seclusion.
- Consumers have the right to be informed and the right to refuse any unusual or hazardous treatment procedures.
- Consumers have the right to be informed of one's own condition.
- Consumers have the right to be informed of available program services.
- Consumers have the right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.
- Consumers have the right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies or photographs.
- Consumers have the right to consult with an independent treatment specialist or legal counsel at one's own expense.
- Consumers have the right to have access to one's own client record in accordance with program procedures.
- Consumers have the right to be informed of all client rights.
- Consumers have the right to exercise one's own rights without reprisal.
- Consumers have the right to file a consumer appeal in accordance with program procedures.
- Consumers have the right to have oral and written instructions concerning the procedure for filing a consumer appeal.