

GENERAL INFORMATION

**AMBRE ASSOCIATES, LLC
1920 Waukegan Road, Suite #200
Glenview, Illinois 60025**

Office: (847) 729-3034

Fax: (847) 510-0461

Fees:Sessions:

The fee for the initial visit is \$190 and then each office visit is \$175 per session, (55 minutes for adults and 45 minutes for children). Except for an emergency, you will be billed at the regular fee for any no shows or sessions that are canceled with less than 24 hours notice.

Phone Calls:

Generally there will be no charge for phone calls that are 15 minutes or less. If longer than 15 minutes is needed, an office visit should be arranged. If an office visit is not possible, than calls longer than 15 minutes will be billed as though you were making an office visit. If you ask us to consult with someone by phone, you will be billed the regular fee after the consultation occurs. We try to keep these as time limited as possible so as not to cost you more then is reasonable.

In-Person Consultation:

This area is more difficult to spell out. Especially where children are concerned, it may be in your best interest for us to attend interagency meetings, such as school, IEP meetings or discharge planning meetings. However, we all have less control over the amount of time needed because generally, others will be in control of the time and format. As a rule, if you think it might be beneficial for us to be at a meeting, and we can arrange our schedule to attend, you will be charged a minimum of \$200.00 depending on the amount of travel and the length of the meeting. Any other meetings, which can be arranged to occur at our office, will be billed at the rate of a regular session.

Social Media Policy:

The clinicians at Ambre Associates, LLC cannot accept any patients or former patients as “personal friends” or contacts on social media websites as it could compromise confidentiality. The patient, however, is welcome to participate on the Ambre Associates professional Facebook Page or follow us on Twitter, if he or she wishes. If there are any questions in this regard, you should bring them up when you meet with your clinician.

Payment:

You will be expected to pay for the initial intake session at the time of service. Subsequent contact will be paid as agreed upon at the initial intake. You will be billed for other fees if they occur but you will know in advance of any additional costs, as we will verify that you agree with the service to be rendered.

Insurance:

If you have insurance, you will want to check to see if your policy covers mental health services. We are a member of Blue Cross/Blue Shield's PPO insurance panel, (not Blue Choice PPO), so we are "in network" for their insurance. However, most other carriers will pay an out-of-network provider benefit. Whatever insurance you have, it is important to call to verify benefits and to verify limitations of coverage. For help with this please see the Verifying Benefits Form on our website (AmbreAssociates.com).

We will help you obtain reimbursement from your insurance company by filling out forms, writing letters, or talking to insurance companies on the phone if information from us is needed. However, you are responsible for your fees, therefore, it is your responsibility to initiate and stay on top of any problems and paperwork.

Whatever the case, it is important that money not become a barrier to therapy. If your circumstances change or you are unable to pay the fees, it is vital that you talk with us. We want to work with you to negotiate a fair agreement that does not cause either of us to become resentful about money.

Confidentiality:

The fact that you have contacted our office, and any future contact you may have, is confidential information within certain limits. All written material, which you are asked to complete for us; any notes, which we may write for our own use; and anything else, which is discussed, is considered to be confidential information. What "confidential" means is that you may disclose whatever you like to whomever you like, but we do not have that same freedom. Therefore, nothing will be disclosed to anyone by us for any reason without your permission AND a written and signed release of information. This also means that if you decide to become a client, even something as basic as coming to this office, will not be verified to anyone without your consent. If you need to have information released to a school, an insurance company, employer, or other agency or individual, you will need to notify us ahead of time and provide us with the name of the individual to whom we are to release information, and make arrangements to sign a release. Likewise, if we wish to contact someone about information concerning you or your family, we will discuss it with you first.

When we are the therapists for a minor child, we reserve the right to share with parents, information that we feel is important for the parents to know. However, just as an adult has a right to confidentiality, so does a child. This means that there are some issues that we will not discuss with parents. As with adults, children may choose to share what goes on in therapy but parents should not ask their children to reveal what goes on, as this is a violation of the work being done. Parents must be willing to trust our judgment, or our usefulness as therapists with the child will be seriously limited. For patients under 12 years of age, the law allows parents to examine their child's treatment record. Parents of children 12 to 18 cannot examine their child's record unless the child consents and the clinician finds that there are not compelling reasons for denying the access.

The Limits of Confidentiality:

At times your clinician may contract with another social worker for consultation when they feel the need to discuss specific sessions for their own professional reasons. The consultant they use is bound by rules of confidentiality and will not disclose any information about you for any reason; however, the consultant may know your identity.

There are also circumstances in which we are obligated by law to break confidentiality. These include homicide, the threat to do bodily harm to others, child or elder physical abuse, sexual abuse, neglect or exploitation of a child. These circumstances are not open for discussion, as we must notify the proper authorities or risk losing our license to practice.

There may also be circumstances in which your therapist may discuss with you the possibility of breaking confidentiality. The most likely time for them to consider this is in regard to suicidal thoughts or attempts. Where minor children or adolescents are involved, suicide will **always** be discussed with parents and parents will help decide the best course of action. With adults, the clinician will discuss it first with the individual, but if they decide to violate confidentiality it is because they believe there is greater harm done by not seeking outside help.

Other exceptions:

If you are involved in a court proceeding and a request is made for information concerning your diagnosis and treatment, such information is protected by the clinician-patient privilege law. The clinician cannot disclose any information without a court order. You should consult with your attorney to determine whether a court order would be likely to order the clinician to disclose information.

If a government agency is requesting the information for health oversight activities, the clinician may be required to provide it for them.

If a client files a complaint or lawsuit against the clinician, that clinician may disclose the relevant information regarding that client in order to defend him/herself.

If you file a workers compensation claim, and your clinician is providing services in accordance with the provisions of Illinois Worker's Compensation law, your clinician must, upon appropriate request, provide a copy of your record to your employer or his designee.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that you and your clinician discuss any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex, and clinicians at Ambre Associates, LLC are not attorneys. In situations where specific advice is required, formal legal advice may be needed.