



Growth Mindset Counseling & Coaching, LLC

EIN 93-2513089

CCMHC® #1724823

Florida LMHC #MH20021

Virginia LPC #0701012584

Welcome to the Practice of GROWTH MINDSET COUNSELING & COACHING LLC, Office of Alba Colmenares Moore, CCMHC, LPC, LMHC

Please read the following Practice Policies and Procedures carefully. This document outlines our policies on communication, fees, insurance, confidentiality, and more. It also serves as your acknowledgment that we have provided this information to you, as required by federal law.

If you are receiving this document through Alma or Headway, please acknowledge electronically. Otherwise, please sign and date at the end to confirm that you have read, understood, and agree to the terms outlined. Thank you for your cooperation.

1. Professional Services

At GROWTH MINDSET COUNSELING & COACHING LLC, we understand how stressful it can be to begin working with a new therapist. Our goal is to provide a trauma-informed, patient-centered, and nonjudgmental environment tailored to your unique needs. As a small practice, we pride ourselves on offering personalized attention not often available in larger group settings.

We treat a wide range of mental health conditions and life challenges, including but not limited to:

- Anxiety, depression, PTSD, ADHD
- Adjustment disorders, work related issues, grief, and trauma
- Divorce, domestic violence, and intimate partner abuse (IPV)
- Gender identity issues and perinatal/postnatal mood disorders
- Cultural adjustment and post-immigration challenges
- Parenting, anger/impulse control, retirement, and relationship issues

Appointments:

Online psychotherapy sessions are typically scheduled weekly or biweekly after the initial intake, unless the patient is in a maintenance phase. All sessions are conducted via a HIPAA-

compliant telehealth platform. Patients must be physically located in a state where the therapist is licensed at the time of the session.

Excluded Services:

We do **not** offer the following:

- Forensic services (e.g., custody evaluations, court-ordered assessments)
- Neuropsychological or psychoeducational testing
- Evaluations for bariatric surgery

Letters/Forms/Disability Documentation:

We may provide disability paperwork, ESA letters, and other official documentation only if:

- You have been seen for at least 3 months or completed a minimum of 6 sessions
 - The request is clinically appropriate based on professional judgment
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2. Consent for Treatment

Participation in treatment is voluntary, and you may discontinue at any time. We encourage you to bring up any concerns with your therapist directly.

3. Office Hours, Appointments & Cancellations

Hours:

Monday–Thursday: 8:00 AM – 5:00 PM

Friday: 8:00 AM – 12:00 PM

We are closed on weekends and holidays. Notification will be provided in advance for planned closures.

Scheduling & Payment:

Appointments (45–55 minutes) are pre-scheduled based on treatment needs and therapist availability. Payments are processed through Alma/Headway via debit/credit card or ACH. A valid card must remain on file.

Late Arrivals & Cancellations:

- Arriving more than 15 minutes late will result in a rescheduled session, and you will still be charged for the missed time.
 - Cancellations must be made with at least **24 hours' notice** to avoid a **\$60 fee**.
 - Two or more late cancellations/no-shows may result in termination of treatment.
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4. Availability & Emergencies

Emails and voicemails are monitored during business hours. Messages sent after hours will be addressed the next business day.

For emergencies:

We don't guarantee our availability to provide on-call crisis services outside scheduled appointments. Call **911** or go to your nearest emergency room. You may also call/text the **988 Suicide & Crisis Lifeline**.

If possible, crisis management services may be available only to active patients who have completed all intake documentation.

5. Weather-Related Policies

In cases of inclement weather (e.g., hurricanes, snowstorms), appointments may be canceled due to power/internet outages.

- If **you cancel** due to weather, notify us at least **2 hours in advance** to avoid a fee.
 - No-shows without notice will still incur the standard late cancellation fee.
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6. Communication Policies

Preferred Method: Secure email is the preferred form of communication. We do not offer text messaging. Phone calls may be used for leaving voicemails.

All communications (email/voicemail) become part of your clinical record and are responded to within **1–2 business days**.

Please do not use email or voicemail for emergencies.

7. Assessments & Questionnaires

You may be asked to complete assessments via your patient portal. These help your therapist monitor progress and adjust care.

- **Initial paperwork** must be completed within 3 days of intake approval
 - **Follow-up assessments** must be completed **at least 24 hours** prior to appointments
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8. Insurance & Billing

While GROWTH MINDSET COUNSELING & COACHING LLC is **not directly credentialed** with insurance providers, we contract with third-party billing services (e.g., Alma, Headway) credentialed with:

- Aetna
- Carelon
- UnitedHealthcare
- Oxford Health Plans
- Oscar
- UHC Student Resources
- AllSavers UHC
- Sentara Health
- United Healthcare Shared Services
- UnitedHealthcare Global
- Spring Health (EAP)
- Optum Live (EAP)

Your insurance may not cover the full cost of services. It is your responsibility to:

- Verify your coverage
- Upload front/back of your insurance card
- Maintain an active payment method on file

Note: Denial by your insurance company does not absolve you from payment responsibilities.

9. Professional Fees

Fees vary based on service. Additional services (e.g., forms, letters, documentation) are billed separately and are **not reimbursable by insurance**. Superbills are available upon request for potential out-of-network reimbursement.

10. Forensic & Legal Involvement

We do not offer forensic services. If a therapist is subpoenaed, additional legal fees will apply (e.g., preparation, travel, court appearance) at a **higher hourly rate**.

11. Records, Letters, and Forms

Requests for medical records, letters, or forms:

- May incur fees (not covered by insurance)

- May be provided as a treatment summary
 - May exclude material deemed harmful to your wellbeing
 - Require **2 weeks** for processing
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12. Confidentiality

Your confidentiality is protected by law and ethics, with exceptions in the following situations:

1. With Patient Consent: The patient (or legal representative) must provide **written authorization** for most disclosures.

2. Treatment, Payment, and Healthcare Operations: As allowed under **HIPAA**, healthcare providers may share information with other providers for treatment, billing, and administrative functions.

3. When Required by Law: Court order or subpoena; mandatory reporting (e.g., child abuse, elder abuse); **communicable diseases** reporting to health departments; **gunshot wounds or certain injuries** must be reported to law enforcement

4. Threat of Harm (Duty to Warn): If a mental health provider reasonably believes a patient poses a serious threat of harm to themselves or others, they may: Notify law enforcement; notify potential victims; initiate emergency hospitalization.

5. Involuntary Hospitalization or Commitment: Mental health professionals may share information with magistrates or courts during legal proceedings.

6. Coroners or Medical Examiners: Information may be disclosed for investigations of death.

Recording sessions is strictly prohibited and may result in immediate termination of services.

13. Electronic Health Records (EHR)

We partner with HIPAA-compliant billing services and EHR providers to securely maintain your records. While we strive to ensure privacy and compliance, no electronic system is without risk.

We reserve the right to change our EHR provider at any time.

14. Patient Conduct

Disrespectful, abusive, or harassing behavior toward staff or the therapist will result in immediate termination from the practice.

15. Therapeutic Boundaries

The therapeutic relationship is **strictly professional**. Social, personal, or romantic relationships with your therapist are **not permitted**.

If a pre-existing personal relationship may affect treatment, please discuss this before proceeding.

16. Discontinuation of Treatment

We reserve the right to end treatment if any of the following occur:

1. Two or more unpaid sessions
2. Two consecutive or three total missed appointments in 3 months
3. Scheduling or availability conflicts
4. Non-responsiveness to communications
5. Lack of updated insurance/payment information
6. Non-compliance with treatment recommendations
7. Life changes (relocation, health, financial, legal)
8. Insufficient progress or motivation
9. Inappropriate/threatening behavior
10. Violation of practice policies
11. Successful completion of treatment goals
12. Voluntary discontinuation by patient

You may discontinue treatment at any time by notifying us in writing. If you have not attended a session or contacted us for **90 days**, your case will be considered closed.

Referrals may be provided during the discharge process, but GROWTH MINDSET COUNSELING & COACHING LLC is not responsible for care provided by outside professionals.

Returning patients may resume therapy if their case was closed in good standing and the therapist is accepting new clients.

17. Changes to Policies

We reserve the right to revise these policies. Any updates will be provided in writing. If any part of this agreement is deemed unenforceable, all other terms remain in effect.

Acknowledgment

By signing below (or acknowledging through Alma, Headway), you confirm that you have read, understood, and agree to the terms in this Practice Policies and Procedures document.