



P.O. Box 92 Kirkersville, Ohio 43033 Phone: 614-395-1395
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PBJ Connections, Inc. Policy Information

General Payment Policy: PBJ Connections, Inc. expects payment at the time of service. Checks or cash only are accepted. Payment plans and scholarship funding must be discussed and agreed upon prior to starting services. There is a \$35 service charge on all returned checks. For grant-funded or subsidized clients, this payment policy applies to the missed appointment or late cancellation fees, should a client miss or late cancel appointments.

Rates: The charge for an initial interview is \$120. The charge for three sessions or less is \$120 per 60 minute session. Individual or family therapy sessions are charged at a rate of \$100 per session if the client commits to 4 or more sessions. Group therapy rates should be discussed prior to starting services as rates vary depending on the size and type of the group. These charges apply to all therapeutic services offered through PBJ Connections, Inc.

Consent for Release of Information: In some cases PBJ Connections, Inc. may find it necessary, or may be required by law or rules governing your services payee to communicate, bill, or facilitate claims processing. By signing this agreement you are granting release of information rights to PBJ Connections, Inc., its staff, and its contractors to provide data necessary to process claims or facilitate receipt of payment.

Appointment Cancellation Policy: “Failed Appointments” are defined as any occasion in which a client does not come for a scheduled appointment. Please make every effort to keep your appointment. Your session is usually blocked out on our appointment book as a 60 minute session. It is your time and seldom if ever can a session be filled at the last minute. Therefore, **failed appointments are billed at the regular fee.** These charges must be paid by you and should be paid upon receipt of notice of failed appointment. If your sessions are grant-funded or subsidized, it is your responsibility to pay for failed appointments in full.

“Late cancellations” are defined as any cancellation made within 24 hours of your appointment time. Please make every effort to avoid canceling your appointment within 24 hours of your scheduled time. Late cancellations will be billed at the regular fee if we are unable to fill your appointment slot. Late cancellation charges should be paid upon receipt of notice of late cancellation. If a client is more than 15 minutes late for a sessions, the session may need to be rescheduled and late cancellation fees may be charged.

If there are 3 Failed Appointments within a 6 month time period, PBJ Connections, Inc. reserves the right to close services.

Release of Medical Information to PBJ Connections, Inc., staff, and contractors: By signing this agreement you are granting full consent for release of information to any other PBJ Connections, Inc.

clinical staff, which includes therapists, horse professionals, and related therapeutic staff. This information may be provided to individuals involved in your care, treatment planning, equine assisted therapy activities, or related clinical services. Signing this agreement also services as consent to release information needed to file billing claims.

Privacy Policies: All sessions and their content, as well as the client's records will be kept strictly confidential. To the extent possible, clients will be informed before confidential information is disclosed, and in that event only the essential information will be revealed. Clients may request restrictions on the uses or disclosures of Protected Health Information, with the exceptions listed below. The only times a client's records may be shared without your consent are: 1) Client is in danger to self or others, 2) Therapist has knowledge of client being abused or neglected and/or 3) Disclosure is required by the court.

Emergency Policy: In the case of an emergency, go to the nearest Emergency Room, call 911, or call Netcare at 614-276-CARE (2273).

Methods of Payment:

Private Pay Clients: Cash or check payment for individual, family or group sessions is due at the time of service.

Level 1 Waivers: Arrangements must be made prior to services for Level 1 Waiver recipients.

County Board of MRDD: Some clients may be eligible for services through their county board of MRDD. If you think you are eligible, arrangements must be made in advance with the county and with PBJ Connections, Inc.

Sliding Scale Fee & Scholarship information is available: The scholarship form must be completed and submitted prior to services. This information will be approved by the Board of Directors on an individual basis. Client medical information will not be shared with the Board.