

PBJ Connections Policy Information

General Payment Policy: PBJ Connections, Inc. expects payment at the time of service. Checks, credit cards and cash 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: Individual or family equine assisted therapy sessions are charged at a rate of \$205 per session. Office based sessions are charged at a rate of \$135 per session. Group therapy rates are charged at a rate of \$60 per session. Intake meetings are billed at \$170. If the client will be applying for scholarship funding the intake will be charged at the amount the client is committing to contribute for each session. If the client has applied for and is receiving scholarship funding, the client is responsible for their portion of the session fee when services are rendered unless other arrangements are made prior to the session. No show or late cancellation appointments will be billed to the client/parent at a rate of \$50 per no show or late cancellation unless this is disallowed by the client's insurance company contract. It is the client's responsibility to pay for all copays, co-insurance fees, and deductibles as mandated by the client's insurance company contract. It is the client's responsibility to know if they have met their deductible for the year.

Third-Party Billing: 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. PBJ Connections is working with GreenPointMed to collect insurance payments and co-pays. They can be reached at <https://www.greenpointmed.com/contact-us/> or at (877) 277-5144 or (561) 717-0211. Billing and records are managed through a secure electronic health records system and clearinghouse, *Therapy Notes*.

Appointment Cancellation Policy: "No Shows" are defined as any occasion in which a client does not come for a scheduled appointment and does not contact the office with advance notice. "Late Cancellations" are any appointment cancelled within 24 hours of the scheduled appointment time. 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, you will be billed \$50 in the event of a No Show or Late Cancellation. These charges must be paid by you and should be paid upon receipt of notice of the no show appointment or late cancellation. If you have a Medicaid-based insurance, we are contracted by your insurance and unable to charge you the \$50 no-show/late cancellation fee.

If there are 3 No Show Appointments and/or Late Cancellations within a 6 month time period, PBJ Connections reserves the right to terminate services.

Release of Medical Information to PBJ Connections, Inc., staff, and contractors: By signing this agreement you understand that your private medical information acquired by PBJ Connections, including medical records created by PBJ Connections, may be viewed/shared within the organization to appropriate members, including the equine specialist, the clinical supervisor, Executive Director, Assistant Director, GreenPointMed, and your third-party payer as requested. This information may be provided to individuals involved in your care, treatment planning, equine assisted therapy activities, or related clinical services. Your information will not be shared with other parties outside of the

organization and its pertinent partners (such as billing and insurance professionals) unless related to one of the situations relayed below:

- **Consent for Release of Information:** If you sign the form titled “Consent for Release of Information”, PBJ Connections is able to share your confidential information with the party for whom you signed the form and no others except as stated above.
- **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.
- **Requesting Copies of Records:** Adult clients, minor clients’ parents or legal guardians may request, as allowed by law, copies of the client’s PBJ Connections mental and behavioral health records. PBJ Connections provides records free of charge for four or less pages, and at a fee of \$10 for five or more pages.
- **Request for Subpoena:** PBJ Connections charges \$50 per hour with a \$200 minimum for a subpoena to appear in court. Subpoenas must be delivered by appropriate means by the court or legal team.

Informed Consent: It is our duty to inform you of the following potential violations to your privacy:

- **Email and text communications** are not considered HIPAA compliant and have the potential of being intercepted or read by unintended parties. Though all security precautions are taken to the best of our abilities, we are not able to guarantee that email/text communications are secure. If you choose to communicate with your therapist/PBJ Connections in this manner, we will accept the communication and our responses will be limited and make every effort to minimize content that may violate your privacy. The most secure methods of communication are phone, fax, in-person communications, and communications through the *Patient Portal*.
- **Security/Surveillance** cameras may be in use at the Equine Facilities where you may be having equine assisted psychotherapy sessions. PBJ Connections makes every effort to make sure your sessions are not viewed by outside parties. Please inform your treatment team if you are uncomfortable with camera usage and additional efforts will be taken to ensure your privacy. Camera usage is as follows:
 - **PBJ Dressage:** Non-recording cameras are in use viewing the parking area, the barn aisle, and the last two stalls in the barn. Footage is only live and can only be viewed by persons logged on at that time. Footage is not streamed online and is on a closed system. The only access to the system is by horse care professionals affiliated with the facility.
 - **Taco Bella Farm:** A non-recording camera is in use viewing the barn aisle and stalls. Footage is only live and can only be viewed by persons logged on at that time. Footage is not streamed online and is on a closed system. The only access to the system is by horse care professionals affiliated with the facility.

- **The OSU Equine Facility:** To the best of our knowledge, there are surveillance cameras in the foaling stalls at this facility. These cameras may be recording and there may be other security cameras in use at the facility. Ohio State University equine care professionals and Ohio State University police may have access to these recordings, which may be used as evidence in cases of criminal misconduct.
- **Equine assisted psychotherapy** sessions take place at private equine facilities where other persons, not affiliated with PBJ Connections, may be present. Every effort is taken to ensure your privacy including informing other persons of the nature of our work and need for privacy, use of privacy signs, and mindful placement of sessions to create adequate space between your session and others at the facility. There is a risk that persons not affiliated with PBJ Connections may see you or overhear conversations despite these efforts being taken. Your treatment team will be diligently aware of where other persons are at these equine facilities, but please inform your treatment team if you ever feel uncomfortable in a given space.

Equine Assisted Psychotherapy (EAP): EAGALA model equine assisted psychotherapy may be provided to you through PBJ Connections. This model of therapy includes a team of a licensed mental health professional, a trained equine specialist, following a code of ethics, and is solution-oriented in nature. This model of therapy is experiential and can be highly effective for some, though not all, participants. You will be exposed to the venue of a barn environment and have direct interaction with equines if you choose to participate in this form of therapy. You will need to sign additional liability consent forms explaining that horses are large, potentially dangerous animals and that the State of Ohio recognizes you are taking on this additional risk by signing form titled “Liability Form”, whether for yourself or for your minor child. It is possible that your insurance may specifically exclude EAP and we will do our best to inform you of this prior to commencing sessions. Your insurance will not cover the additional cost of the equine specialist or the horses, so PBJ Connections has an additional \$70 fee per session affiliated with this treatment. You have equal access to EAP treatment regardless of your ability to pay any portion of this fee by completing the “Fees and Scholarship Form” and discussing this with your therapist. No person will be turned away from EAP treatment for needing scholarship funds to assist with this additional fee. This fee is above and beyond any copays or deductible amounts your medical insurance may require you to pay.

Emergency Policy: In the case of an emergency, go to the nearest Emergency Room or call 911. In Franklin County, call (614) 722-1800 for youth and adolescents 17 and under. Ages 18 and older should call (614) 276-2273 if there is a behavioral health crisis. If you are in Licking County you may call 211. PBJ Connections does not provide 24 hour crisis care or psychiatric services (medication management). Your therapist may or may not give you additional access to them outside of session hours for additional support. Other numbers that may be helpful to you are:

- Suicide Prevention Hotline (800) 273-8255
- Suicide Text Prevention Hotline Text CONNECT to 741741
- Franklin County Children’s Services (614) 229-7000
- Licking County Children’s Services (740) 670-8888
- Knox County Children’s Services (740) 397-7177
- Fairfield County Children’s Services (740) 652-7887

Methods of Payment:

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

Private Insurance: Your insurance company may cover all or part of the cost of services. You are responsible for the balance of the rate contracted by your insurance company, including copays, co-insurance, and the full deductible amount.

PASSS Funding or Other County Funding: County funding is available to eligible clients on a case by case basis. We will work with you to obtain this funding if you think you are eligible.

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.

Contact Information:

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