3. FINANCIAL AGREEMENT

Mindset Behavioral Health®
5563 S Lewis Ave, Suite 100
Tulsa, OK 74105
918-691-1435 | info@mindset-bhs.com

Therapy is a professional service, and your therapist's time, expertise, and reserved appointment are valuable. Payment for services rendered is an expected part of the therapeutic relationship.

PAYING FOR THERAPY

Mindset Behavioral Health requires a valid credit card on file before we can schedule an appointment for you. Payment is due at time of service and will be charged to the payment method on file at the start of your appointment.

*You may opt to put a Flex Savings Account/Health Savings Account card on file. We will also require a credit or debit card to be held on file as well, as FSA/HSA accounts cannot be used for expenses like no-show fees, late cancellation fees, or charges related to letter writing and reporting. If you have any questions about what expenses are eligible for reimbursement with your FSA/HSA, contact your benefits administrator.

If you typically lock your account, or need to transfer funds to make payment, please make sure to do so within 24 hours of the office contacting you regarding a declined payment. Failure to make timely payment may result in being discharged from Mindset Behavioral Health.

INSURANCE

Please be advised that we submit claims to your insurance company as a courtesy to you, however the billed amount is ultimately your responsibility. If your insurance provider denies the claim or deems any portion to be your responsibility, the amount billed will be charged to your card on file immediately upon receipt of the processed claim. If your card on file declines the charges, we will charge any other method of payment we have on file for you.

Although Mindset Behavioral Health® is contracted with several insurance companies, it is your responsibility to make sure that your therapist is an in-network provider for your specific plan. If not a participating provider for your plan, you may sill select this office for your care; "out of network" benefits will apply if you have them. It is also your responsibility to know your insurance benefits. We strongly advise you to contact your insurance company at the phone number printed on your insurance card to verify your benefits and obtain any authorization information. If you are selecting to file "out of network", you will be required to pay the same day self-pay rate for your visit at the time of your appointment.

**We do not accept Medicare or Medicare Advantage plans (including those administered by private insurers such as Aetna, UnitedHealthcare, Humana, Blue Cross, etc.); clients with these plans must pay out of pocket- we cannot submit claims under these plans.

Dual Insurance Policy

We do NOT submit claims for clients with dual insurance. If you have dual coverage, you may choose to pay out-of-pocket. Dual insurance is when a client carries two insurances with separate policies. One insurance is considered Primary, and one is considered Secondary.

Clients are expected to provide accurate information regarding their insurance coverage. If a client falsely represents their insurance coverage or fails to disclose multiple insurance plans, they accept full responsibility for all costs of services rendered by Mindset Behavioral Health®. Failure to pay the balance of services in its entirety or failure to arrange a payment plan may result in the client's account being sent to collections.

Mindset Behavioral Health® is committed to providing quality mental health services while maintaining clear policies and procedures. We appreciate your cooperation and understanding regarding our dual insurance policy.

CREDIT CARD AUTHORIZATION

By your electronic signature of this form, you authorize charges to your credit card through Stripe via

SimplePractice for services rendered. These charges will appear on your bank/credit Your card on file has declined for your copay. We have emailed you the invoice; you may pay online via the client portal or by calling the office. statement as COUNSELING (or may show as Mindset Behavioral Health®). You have the right to request a paper or digital (emailed) copy of this document.

I authorize Mindset Behavioral Health® to charge my credit card through Stripe. I also agree that my credit card can be charged the full amount for any session that is not cancelled at least 24 hours prior to the scheduled session.

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Mindset Behavioral Health® immediately in writing of any changes in my account information or termination of this authorization.

I certify that I am an authorized user of this credit card and will not dispute these scheduled transactions with my bank or credit card company as long as the transactions correspond to the terms indicated in this authorization form. I acknowledge that credit card transactions could be linked to Protected Health Information.

FEES

- Late Cancellation/No Show: $100
- Individual Therapy Session, 1 hr: $150
- Couples/Marriage Therapy Session, 1 hr: $180
- Family Session, 1 hr: $225
- Couples/Marriage Therapy Session, 1.5 hr: $270
- Educational Group Session: $40
- 30 min phone call (established clients only): $75
- School consultations/classroom visitation/IEP attendance: $150 per hour
- Court appearances: $150 per hour plus travel, preparation, and necessary expenditures
- Letter writing: $150 per hour, rounded to the nearest hour, with a minimum of 1 hour charge.

*This does not include copies of your bill, missed work or school letters, release of information forms, nor any other documents used in the day-to-day operation of this office. These are provided at no charge.

All fees are due at time of service, are subject to change, and are charged to your card on file.

CANCELLATION POLICY

Mindset Behavioral Health has a 24-hour cancellation policy for all appointments. The late cancellation fee or no show fee will be applied for any appointments not cancelled 24 hours or more in advance of a scheduled appointment. The only contact information for our office is via phone call or text to 918-691-1435 or via email to info@mindset-bhs.com. The automated appointment reminder line cannot receive messages.

Please note that automated reminders are sent as a courtesy via email or text 48 hours in advance of each appointment. Failure to receive this reminder can occur due to a number of reasons such as client opt-out, technological glitches with cellular providers, or emails filtering to a spam or junk folder. A lack of courtesy reminder does not substantiate a reason to waive the fee for a missed appointment.

Your insurance company cannot be charged for an appointment you do not attend; we will charge your credit card on file the full fee (not your copay) for all missed appointments. If you arrive later than 15 minutes of start time of your appointment, or leave your session 15 or more minutes early, insurance cannot be billed so you will be charged for your appointment.

Any billing questions or concerns should be directed to the business office at (918)691-1435 or info@mindsetbhs.com. Should you dispute a charge through your financial institution, this will constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action and/or termination of any current and/or future services.

We will send all delinquent accounts to a 3rd party collections company. This may result in negative reports made to the Credit Bureau on your behalf. If your account is sent to collections, you will be responsible for the full amount billed from our office as well as any charges incurred by the collections agency, typically an additional 50% of the amount owed.

APPOINTMENT CANCELLATION DUE TO ILLNESS

We want you to stay home if you are sick & contagious. A virtual appointment may be available if deemed appropriate.

The office policy requires clients to cancel appointments if they are experiencing symptoms of illness, including but not limited to fever, cough, sore throat, body aches, fatigue,

vomiting, diarrhea or any other symptoms indicative of an **infectious** illness.

I understand that it is my responsibility to assess my health status prior to attending appointments at Mindset Behavioral Health®. If I am experiencing any symptoms of illness, I will promptly notify the office and reschedule my appointment.

I agree to notify the office staff as soon as possible if I need to cancel or reschedule an appointment due to illness. I understand that advance notice allows for effective scheduling adjustments and may enable other clients to be accommodated in my absence.

Illness-Related Cancellation Fee Waiver

Mindset Behavioral Health® recognizes that illness can occur unexpectedly and does not want clients to attend appointments while **contagious**. An illness-related cancellation fee **may be waived at the practice's discretion** when the client provides timely notice and the cancellation is consistent with the practice's cancellation policy.

An illness-related cancellation does not automatically exempt a client from the practice's cancellation or attendance policies. In determining whether a fee will be waived, the practice may consider the amount of notice provided, the circumstances surrounding the cancellation, whether the appointment was previously rescheduled, and the client's history of cancellations or rescheduling.

Repeated cancellations, repeated last-minute cancellations, or a pattern of frequently rescheduling appointments may result in the practice requiring a different scheduling arrangement, limiting the frequency of appointments, charging applicable cancellation fees, or terminating services, consistent with the practice's policies and applicable professional requirements.

If a client fails to notify the office and misses an appointment, the applicable no-show fee will be charged in accordance with the practice's cancellation policy and will not be refunded.

I understand that cancelling appointments when I am ill helps protect the health and safety of other clients, staff members, and the broader community by minimizing the risk of spreading infectious illness.

If I am unable to attend an appointment due to illness, Mindset Behavioral Health® may offer alternative options for receiving services, such as teletherapy when clinically appropriate, or rescheduling the appointment for a later date. Availability of these options is not guaranteed and remains subject to provider availability and clinical appropriateness.

SEVERE WEATHER & OFFICE CLOSURE

In the event of severe weather or any other event that requires us to close our offices, your appointment will be canceled at no charge to you. We will reach out to you directly the morning of your scheduled appointment if this is the case. **If you do not hear from us** regarding severe weather & office closure, then your appointment is still scheduled and we are open.

In the event of closure, you will have the option to switch to telehealth if you would still like to meet with your counselor, or rescheduling may be an option depending upon availability.

ACKNOWLEDGMENT

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.