



3. Important Therapy Information

Regarding Insurance

Health Plan of San Joaquin and Managed Health Network are the only insurance Family Legacy Therapy accepts. If you have a PPO plan your therapist can provide you with a superbill for reimbursement to your insurance company for an out-of-network provider. It is your responsibility to have the necessary information before the start of treatment regarding out-of-network provider reimbursement. You are directly responsible for your therapy fees at the time of service.

Sessions are 50 minutes for the fee you have agreed upon with your therapist (\$140, \$160, \$180, \$200+). Your therapist requires a 24-hour notice for cancellations. If you fail to provide a 24-hour notice, you will be charged the full fee for your session. True emergencies are an exception; please discuss this with your therapist. Payment is expected at the beginning of each session unless other arrangements have been made.

During your first session, you and your therapist will discuss your needs and goals and plan your sessions together. This arrangement may be revised at any time in therapy.

PLEASE NOTE: THERAPY NEVER INVOLVES SEX.

Termination of Treatment

Sessions are routinely scheduled as agreed upon and until you feel you have accomplished your goals or you wish to terminate. Your therapist reserves the right to terminate your treatment and provide referrals to other therapists/agencies for the following reasons, untimely payment of fees, failure to comply with treatment recommendations, conflict of interest, failure to participate in therapy, your needs are out of your therapists scope of practice, or you are not making adequate progress in therapy. Inconsistent attendance includes but is not limited to 2 consecutive failures to provide a 24-hour notice for cancellations. If you miss an appointment, your therapist will contact you for rescheduling; after the first missed appointment, it is your respectability to contact your therapist to reschedule. Should you fail to reschedule or not contact your therapist within one month, your therapist will assume that you have terminated therapy, and your case will be closed.

Contacting Your Therapist

Please note that text messaging is not a secure platform. Please do not leave urgent messages for your therapist. Any messages or text messages left should be limited to appointment confirmation, cancellation, or rescheduling. If you decide to leave a message, please note that your therapist will contact you at their earliest convenience, usually 24 business hours. Generally, concerns that arise in between sessions may be discussed during the next session. You are encouraged to use your support system in between sessions. Therapy services are available only during your scheduled sessions. If you experience a crisis, please contact: National Suicide Prevention (800) 273-8255

Trevor Lifeline (877) 565-8860 Veterans Crisis Line (1800) 273-8255 In case of an emergency call 911

Complaints

Family Legacy Therapy receives and responds to complaints regarding Family Legacy Therapy clinicians. Please forward your complaints to supportforU@familylegacytherapy.com. The Board of Behavioral Science receives and responds to complaints regarding services provided by Marriage and Family Therapists. You may contact the board at www.bbs.ca.gov or by calling 916 574-7830.

By signing below, you agree that you understand the policies regarding the therapy process. The signature also indicates that your therapist may terminate therapy if you do not comply with the policies and are not benefiting from treatment.: