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### Client Information Guide

This guide answers some frequently asked questions about my practice of psychology. Potential benefits and risks, fees for my services, how I handle money matters, and other areas of my relationships with clients are addressed. When you have read this guide and we have discussed any questions you may have, I will ask you to sign it; I will keep a copy and you are also welcome to keep a copy.

#### My Background

I have been in practice as a licensed Psychologist for 25 years. I have a Bachelors degree in Child Development and Family Studies from Colorado State University, and a Doctoral degree (PhD) in Clinical Psychology from Binghamton University, whose program is fully accredited by the American Psychological Association (APA). I completed a one year, full-time APA accredited internship in Clinical Psychology at Austin State Hospital. I am a registrant in the National Register of Health Service Providers in Psychology. I am a member of the American Psychological Association, the Texas Psychological Association, and a number of additional professional organizations. I am trained and experienced in providing individual, couples, family, and group therapy. I work with adults and adolescents.

#### What to Expect from Our Relationship

I will use my psychological knowledge, training, experience, and skills to the best of my ability to help you. I follow the rules, standards, and ethical principles of the APA. Federal and state laws and the rules of the APA require that I keep information about you private and confidential. I will not give information about you to anyone else without your written permission and consent, (except in certain limited situations explained in the "About Confidentiality" section). I can only be your psychologist; I cannot have any other role in your life. I cannot be a therapist to someone who is already a close friend. I never have sexual or romantic relationships with any client during, or after, the course of therapy. I cannot have a business relationship with any of my clients, other than providing psychological services. If we meet on the street or socially, to protect your privacy and maintain the confidentiality of our relationship, I may not say hello or talk to you, unless you clearly let me know you would like to talk to me. In general I am not able to attend my clients' social gatherings. I do not accept any gifts which involve more than a very small cost to you.

#### About Confidentiality

The confidentiality and privacy of our meetings and my records about you are protected by federal and state law and by the rules of my profession. In general, I will tell no one what you tell me, or reveal that you are using my services. However, there are some situations where confidentiality is not completely protected. If you make a serious threat to harm yourself the law requires me to try to protect you. This may mean telling others about the threat. If I have reason to be concerned that a child, an elderly person, or a person with serious developmental disabilities, has been abused or neglected, I am legally required to report this to the authorities. If you are suing someone or being sued, or if you are charged with a crime, and you tell the court that you are using my services, I may then be ordered to show the court my records. If you use medical insurance to help cover the cost for my services, your health insurance company will require at least a statement which gives the dates of our appointments, the service I provide, my charges, and a diagnosis. As part of their cost control efforts, many insurance plans now have some form of managed care, and may ask for more detailed information about symptoms, diagnoses, and treatment methods. Insurers and managed care organizations are also required to keep that information private and confidential.

Except for the situations described above, I will always maintain your privacy. I also ask you not to disclose the name or identity of any other client being seen in this office. If you want to disclose your records, you will need to sign a release form which states exactly what information is to be disclosed to

whom, and why. You may revoke consent to release information at any time. I retain clients' records for 10 years after the end of their work with me. If we do family or couples therapy and you want to have my records of this therapy sent to anyone, all of the adults present will have to sign a release. You can review your own records in my files at any time. You may add to them or correct them, and you can have copies of them. I cannot let you examine records created by anyone else and sent to me, without the written consent of the person who created the records. I will keep your records in a safe place. In very rare situations I have the option of temporarily removing parts of your records before you see them, if I believe that the information in the records would be harmful to you. If this occurs I will certainly discuss it with you; I have never exercised this option in my practice to date.

### About Therapy

Since we are all unique in some ways, and similar in others, the ways I may work with someone depend very much on the particular person or people and their situation. Therapy requires active involvement in a partnership between us. Your best efforts to explore, change and/or learn to be more accepting of thoughts, feelings, and behaviors are needed. From time to time, we will look at progress and goals, and if needed goals and methods may be re-evaluated. Progress may sometimes happen easily and quickly, but it is sometimes slow and frustrating, and requires persistence. I only work with people who I think I can probably help, but I cannot guarantee that you will get all you hope for from therapy. Often clients meet with me once a week for several months, and then we may meet less often for several more months before ending. However, there are many other possibilities. Some people prefer to consult me less frequently, perhaps once every two weeks, or once a month. Sometimes solutions to problems can be found in one or a few sessions. I do not have any hard and fast rules about how long therapy should last. Different people have different needs, and I sometimes work with people for a long time. I am also comfortable with brief, intermittent therapy; that is, working closely with someone about a particular problem or issue until it is better resolved, and then stopping until some other problem or issue comes up. Stopping therapy should not be done casually. Either of us may decide to end therapy if we believe it is in your best interest. When you decide to stop therapy, it can be important and useful for us to pay careful attention to your feelings and thoughts about ending.

### Benefits and Risks of Therapy

There are some potential risks, as well as many potential benefits, with therapy. You should think about both the benefits and risks when making decisions about using psychological services. Therapy may involve contact with uncomfortable or even painful feelings, and sometimes problems may temporarily worsen after the beginning of therapy. Some may view anyone in therapy negatively. Therapy may sometimes disrupt a marital relationship and even contribute to a divorce. Even with the best efforts, there are no guarantees that therapy will help you make the changes you want. While you need to consider these risks, you should know also that the benefits of therapy have been shown in thousands of studies. A large study carried out by Consumer Reports with help from the American Psychological Association found that the great majority of people who had been in therapy found it very helpful and useful. People who are depressed may improve their mood. Others may have less trouble with anger, or anxiety. Clients' relationships and problem-solving skills may improve. They may get more satisfaction out of social and family relationships. Their personal goals and values may become clearer. Therapy may help people grow in many ways and areas, including their close relationships, their work or schooling, and in the ability to enjoy their lives.

### About Our Appointments

At our first one or two meetings we will decide on an initial plan about how to work together, including how often to meet, and whether to do individual or couples therapy, or a combination. We will schedule meetings at our mutual convenience. I am available for limited evening hours by appointment. Scheduling an appointment is a mutual commitment to our work. I consider our meetings very important and ask you to do the same. If I am ever unable to start on time, I ask your understanding, and promise that you will receive the full time we scheduled. If you are late, we may not be able to meet for the full time, because I may have another appointment after yours. Cancelled appointments may

interfere with continuity and delay our work. Please try not to miss sessions. When you must cancel, please try to give me as much notice as you can, so that I may be able to fill the time. For missed appointments, or sessions cancelled with less than 24 hours notice (except for situations that would be seen by both of us as an unpredictable emergency), I will charge you my full fee. Medical insurance will not cover this charge. I will do my best to tell you at least a month in advance of my vacations or any other planned times I will be away.

### Consultations

If you would like another mental health care professional's opinion at any time, I will provide them with the information you want me to release to them. If you could benefit from a treatment I cannot provide, I will try to help you to get it. Please feel free to ask me about any other forms of therapy or treatment. I sometimes recommend seeing a medical doctor about use of medication. If you request, I will coordinate my services with your medical doctor, or other health care professionals with whom you are working. If for some reason treatment is not going well, it may be my ethical responsibility to suggest you see another another professional in addition to me, or perhaps rather than me.

### Fees, Payments, and Billing

My standard fee for an initial assessment meeting is \$175.00. For many years in the system used for insurance claims for therapy, the standard length of an ongoing outpatient therapy session was 45 to 50 minutes. Recently the Center for Medicare and Medicaid Services (CMS) changed some of the Current Procedural Terminology (CPT) codes; there is now one code for ongoing therapy sessions 38 - 45 minutes (90834), and one code for ongoing therapy sessions at least 53 minutes (90837). In accord with those changes, my standard fees are as follows: CPT 90834 \$120.00, CPT 90837 \$150.00, and CPT 90791 \$175.00. If I am an in-network provider for your health plan, I have agreed to their fee schedule. There is no charge for telephone calls about appointments or similar business, but I charge the same rate for other telephone consultations over ten minutes (prorated per hour). I charge \$350.00 per hour for legal/forensic services, (e.g., depositions, court testimony, consultations of more than ten minutes with your attorney, etc.). Charges for other possible services, (e.g., hospital visits, home visits, consultations with other professionals at your request) are based on my time in providing the service at the rate of \$150.00 per hour. If there is ever any problem with my charges, billing, your insurance, or any other money-related matters, please tell me immediately, so we can resolve the problem as directly as possible. I review my fees occasionally, and may adjust them to keep up with inflation and the demand for my services. If I decide to raise my fees I will give you at least one month advance notice.

### Health Insurance Coverage and Managed Care

Because I am a licensed Psychologist, health insurance plans may help you pay for therapy and other services I offer. Because health insurance is written by many different companies, I may not be able tell you what your plan covers. Please read your plan's booklet carefully, or call your insurer to know and understand important details of your benefits under the plan, such as deductibles, copayments, the number of visits permitted in a benefit year, any differences between benefits if you use a provider who belongs to your insurance plan's network compared to using a provider who is not in your plan's network, etc.. While I will do the best I am reasonably able to ensure that we both have a clear understanding of the benefits and their limitations under your plan (especially if I am an "in-network provider" for your plan), it is ultimately your responsibility to understand the details of your health insurance plan coverage and limitations.

There are now many different kinds of medical insurance plans. Traditional medical insurance plans let you choose your doctor, who bills you and gives you a statement with your diagnosis and the services provided, which you submit to your insurer for reimbursement. However, to help control costs, many insurance plans now have some type of managed care arrangements. If you have health insurance with managed care, decisions about what kind of care you need, how much of it you can receive, and who you

can receive it from will be reviewed by the plan. The plan has rules, limits, and procedures that we should discuss.

If you are covered by a managed care plan, I will work with you to understand your plan's rules, procedures, and limits so that we can make the best possible use of our time. Some managed care plans will permit you to use an "out of network" Psychologist and cover part of the cost of services (although your part of the cost will be higher than if you use an in network provider). However, many managed care plans will cover part of the cost of services only when you use a provider from a limited network with whom the insurance company has a contract to provide services. If your managed care plan will cover part of the cost of my services even if I am an out of network therapist, I will probably be asked to provide information to the managed care organization about your diagnosis, symptoms, problems, treatment plan, response to treatment, etc. I will tell you what information is requested. If you want me to provide the information the managed care organization requests, I will do my best to assist you. The information would be used by the managed care organization to make decisions about what services will be authorized. I will provide information about you to your insurance company only with your informed and written consent. I may convey this information by mail, phone, or fax. Please understand that I have no role in deciding what your plan will cover, or what your managed care organization will authorize.

### Benefits and Risks of Using Medical Insurance

Using medical insurance to help pay for psychological services has obvious cost savings for you. However, I would like you to be aware that there are also some important disadvantages to using medical insurance to help pay for psychological services, and some significant advantages to making private payment arrangements instead. Using medical insurance to pay for services is often called "third party" reimbursement, and it brings a third party (the insurance company) into our relationship. Medical insurance companies are businesses and want to make profits. The "third party" has a natural interest in controlling its' costs. Medical insurance covers what the insurer or managed care organization consider medically necessary. This may be perfectly reasonable, depending on how "medically necessary" is defined. Medical insurance developed to pay the cost of medical treatment, and is based on a biological, medical way of thinking about human problems. While there are often biological aspects of problems like serious depression and anxiety, there are also often more psychological and social aspects to people's problems. There are useful psychological services which some insurers do not consider medically necessary, (e.g., marital therapy, therapy focused on personal growth and development rather than treatment of "mental health disorders"). When psychological services are provided within the limits of medical insurance there are both obvious and more subtle effects and limitations on how problems and ways of working on them are defined and determined.

Loss of some degree of privacy is another potentially important disadvantage to using medical insurance to help pay the cost for psychological services. Using insurance requires that I release at least a diagnosis of a mental health disorder/illness, and information about services provided, to the insurance company. Managed care plans may require the release of more detailed and highly personal information. Information about diagnoses and services may be forwarded to the Medical Information Bureau (MIB). The MIB is a nationally centralized data bank in which more than 700 medical insurance companies participate, both contributing information about their customers, and accessing information about potential new customers. Information about diagnoses and treatment may remain available to potential insurers for years. Privacy is thus a potentially important advantage to private payment for psychological services. If you use medical insurance I have to release to the insurance company at least a diagnosis of a mental health disorder, and information about the services I provided. If you do not use medical insurance I do not have to release any information to an insurance company or managed care reviewer. Additionally, it is strictly up to us to decide how to define the problems to be worked on, and how to work together toward your goals.

### Health Insurance Billing

If you are using health insurance to help pay the cost of therapy, the billing service I utilize will help us file claims with your insurer. I will do my best to help you understand the details of your insurance plan's provisions for mental health services, especially if I am an in-network provider for your plan. Please understand, however, that the final responsibility for understanding the details and limitations to your

medical insurance coverage rests with you. If you do not clearly understand limitations to your benefits, you may risk incurring fees for services I provide that your insurer does not cover, and which would then be your responsibility to pay. If you have any questions or concerns about health insurance billing, please discuss your concerns with me.

### Contacting Me

Contact me by calling my office phone number, or via email. You will probably reach my voicemail, where you can leave a private and confidential message for me. Please be sure to leave your phone number, even if you think I already have it, and information about times I can reach you. While there may be occasional circumstances in which texting me might be useful, in general I prefer you contact me by phone or email, not text. If you call and get my voicemail, the recorded greeting will give you information about contacting me if you have an emergency, (involving an imminent risk of death or serious harm to yourself or others). Because I provide outpatient psychological services, I cannot promise that I will be available at all times. If you have an emergency or crisis, and cannot reach me immediately, you can go to the nearest psychiatric hospital or hospital emergency room for help, or call 911. While I cannot promise to be available at all times, I will do my best to respond to urgent or emergency problems. Please understand that using my services on an emergency basis is no different from using other health care professionals services on an emergency basis; I will charge you the same fee for my time in providing the emergency service that we agreed upon for providing non-emergency services. While I am available to schedule telephone sessions/consultations in some circumstances, please understand that I cannot provide psychotherapy over the phone on an emergency basis; on an unscheduled, emergency basis over the phone, I can only provide brief crisis intervention focused on immediate safety.

### Other Matters

If you ever become involved in a divorce or custody dispute, please understand that I will not provide evaluations or expert testimony in court. You should hire a different mental health professional for any such evaluations or testimony you may require. Problems can arise in our relationship, just as in any other relationship. If you are not satisfied with any area of our work, please raise your concerns with me. I want to hear any complaints you have, and will make every effort to seek solutions to them. If you feel that I have treated you unfairly or broken a professional rule, please tell me. You can contact the Texas State Board of Examiners of Psychologists, (the organization that licenses Psychologists in Texas) to file a complaint. You may also contact the Texas Psychological Association, or the American Psychological Association. Although I share an office suite with another therapist, we are not partners in practice or business. I am happy to see teens in my practice. However, we are not able to provide child care/supervision in the waiting room. Please do not leave children under 15 in the waiting room without adult supervision.

### Our Agreement

I understand that I can discuss any concerns with you before deciding whether to receive psychological services from you. If at any time during our work together I have questions about any of the subjects covered in this guide, we can talk about them. I understand that after we have started working together I can discontinue at any time. However, I will make every effort to discuss my concerns about my progress with you before ending my work with you. I have read and understand this information guide. I understand that no promises have been made to me about the results of therapy, or the number of sessions necessary for therapy to be effective. I hereby agree to receive psychological services from Michael M. Haney, PhD, as shown by my signature.

Signature of client

Date

I have met with this client (and/or his or her parent or guardian), and discussed any questions about the information in this guide. I believe this person fully understands the information, and is fully competent to give informed consent to contract with me for the provision of psychological services. I agree to provide psychological services to this client, as shown by my signature here.

Michael M. Haney, PhD

Date