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Practice Policies and Procedures

We offer comprehensive services for children, adolescents, adults, and families. Our practice is composed of specialists trained in different modalities who can effectively manage the diverse aspects of psychiatric needs. We offer a wide range of services including in-depth evaluations, parent guidance, Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), individual, couples, and family psychotherapy, group therapy, and in-home services. Your practitioner will work closely with you to develop a treatment plan that meets your specific needs.

Appointments

All appointments must be scheduled directly with the provider. The session length will vary depending on the services required. If an appointment must be cancelled, 24 hours advanced notice is required (excluding weekends and holidays). Missed appointments and cancellations that occur within 24 hours will be charged to you unless there are exceptional circumstances involved.

Urgent Matters

In the event of an urgent psychiatric matter that cannot wait until the next business day, please follow the instructions on your clinician's voice mail. If you have agreed to text with your clinician (see 'text messaging' below), call your clinician as well as texting. If it is a true medical emergency and you have not heard back immediately, dial 911 or go to your nearest emergency room.

Confidentiality

The medical records of our clients are highly confidential. Information contained in the records will not be released without proper written consent. When treating a child or adolescent, parents are kept informed of the general progress of treatment but specific and personal information is kept confidential. In the case of a divorce situation where medical custody is shared, consent and authorization regarding disclosure of any information is required from both parents.

Phone Calls

All phone messages are responded to as quickly as possible. If we are not personally available, the confidential voicemail system will take your call. Please check with your provider regarding when his or her voicemail messages are checked. Be sure to always leave your name, phone number, and convenient times when you can be reached. Do not leave extensive voicemails; rather, leave key information you would like to discuss with your provider. Please be aware that extensive phone conversations may be billed as pro-rated sessions.

Email

We do not discuss clinical matters via the internet. We will occasionally send follow-up emails that pertain to scheduling, billing, or other administrative matters that do not include any sensitive medical information. If you have a clinical matter that needs to be discussed, please call your provider to schedule an appointment.

Text Messages

In the event your provider agrees to communicate with you via text message, the following guidelines apply:

1. Text messages are not the primary method of communication; in emergency situations, please call your provider.
2. Text messages should be sent only Monday through Friday between 8am and 6pm, or as agreed by you and your provider. Please do not expect your provider to respond to messages sent nights or weekends.
3. If your provider does not respond to your text messages right away, please call his or her cell phone or confidential phone extension, and be sure to listen to any messages indicating that your provider is away from the office. Follow the instructions on the voicemail.
4. Keep it simple. If a matter is complicated, text is not the preferred method of communication.
5. We do not discuss medical information via text.

Billing

Professional fees are based upon the type and duration of the session. Please refer to our "Services and Costs" form for further information. If paying by check, payment is expected at the end of each session. If paying by credit card, your card information will be kept on file and charged once per week for the previous week's session(s). Our policy is to maintain a current credit card on file so that payments may still be processed if your account becomes past due.

CCBH does not participate with any insurance plans; however, our experience has been that most insurance plans have an out of network mental health component that will reimburse you directly. These benefits and reimbursements vary greatly depending on the insurance company and individual plan. Because the practice is not contracted with any insurance plans, you are responsible to know your benefits, and authorization requirements, and to follow up regarding payment. Payment for our services is not contingent upon third-party reimbursement.

As of August 1, 2015, An individual invoice for each session will be mailed or emailed to you for submission to your insurance. The statement includes all of the information your insurance company requires for processing. If you use a HCFA claim form, please **DO NOT** sign box 13 authorizing payment directly to the practice. If we receive payment directly from an insurance company, we will return the check to the company with a request to please reissue directly to you, the subscriber. If your insurance company requires additional information, we will be happy to provide it, within reason. However, we cannot accept responsibility for collecting your claim or for negotiating a settlement on a disputed claim. If at any time financial difficulties present a problem in keeping your account current, please discuss the situation with your provider immediately.