

Frequently asked Questions (FAQs)

Q: Are you accepting new clients at this time?

A: Yes, I am accepting a limited number of adult clients at this time for virtual telehealth sessions.

Q: How do I schedule an appointment?

A: Please contact me by phone at 608-345-1999 or through the contact page on healingandbalance.com to arrange a brief consultation to make sure that I can meet your needs, and that we have the right type of appointment scheduled for you. We can schedule a telehealth appointment during that phone call, and then you will receive the link to get set up on the secure client portal to complete your initial paperwork.

Q: Are you seeing people in person at this time?

A: I am currently seeing clients through telehealth sessions only. When COVID restrictions are lifted, then a combination of virtual and in person session will be available.

Q: What are your fees for Psychotherapy sessions?

A: Psychotherapy sessions are billed at \$160 per hour.

- \$120 for 45 minutes
- \$160 for 60 minutes

Q: What are your fees for Integrative Somatic Wellness sessions?

A: Integrative Somatic Wellness sessions are billed at \$120 per hour.

- \$ 90 for 45 minutes
- \$120 for 60 minutes
- \$150 for 75 minutes
- \$180 for 90 minutes

Q: Do you accept insurance payments?

A: **No**, direct billing of your insurance is not an option at this time. I can help you with submitting for Out of Network benefits for psychotherapy sessions only. Please see information about Out of Network insurance benefits in a separate section below.

Q: Can I submit my receipt for FSA or HSA accounts?

A: Yes, you can submit your invoice and receipt found in the client portal for reimbursement, if you are eligible through your Flexible Spending Account or Health Savings Account.

Q: Do you offer sliding scale fees for your sessions?

A: Yes, all sessions through Healing & Balance LLC are eligible for sliding scale agreements based on financial need. If I am not able to meet your needs, I am happy to provide referrals to appropriate providers.

- I believe that therapeutic and mental health services should be available and accessible to everyone regardless of their economic and life backgrounds. I understand that different privileges and life circumstances can impact the ability to access these services.
- I strive to address this issue in my practice by keeping a limited number of sliding scale spots open for clients experiencing financial hardships. Please contact me directly to discuss sliding scale options before your first session, or if your circumstances change during your therapy process.

Q: Can I use Out of Network insurance benefits for psychotherapy sessions?

A: Yes, this is an option for psychotherapy sessions only, and sliding scale fee is not eligible for sessions being billed to insurance. See detailed information below that is helpful to navigate this benefit option.

- If you are eligible for reimbursement from your insurance for out of network benefits, you can request a "super bill" that you can submit to your insurance company for partial reimbursement.
- The session fee is paid at the time of the session, and then you submit the "super bill" to your insurance company for partial reimbursement, depending on your policy and benefits.
- If you are submitting to insurance, please be aware that your therapist will need to provide a clinical diagnosis and other necessary information to meet the billing requirements.
- You can contact your insurance company in advance to verify your out of network benefits for psychotherapy sessions (CPT codes 90834 or 90837).

Some helpful questions to ask your insurance company about Out of Network benefits:

- Does my plan provide out-of-network reimbursement for mental health psychotherapy?
- Are telehealth video psychotherapy sessions covered in out of network benefits?
- What is your company's determined 'usual and customary' psychotherapy fee?
- What percentage of the 'usual and customary' fee do you cover for out of network benefits?
- Is there a deductible I need to meet before you will start to reimburse me?
- Is there a maximum amount you will reimburse within a year, or a set period of time?
- Do I need to get preauthorization to have out of network benefits applied?

Q: When is payment due for services?

A: Payment is due at time of service. Clients are registered within the Healing & Balance LLC secure portal, which allows your credit card to be safely stored for auto payment through Stripe. Payment will automatically be applied to your invoice upon completion of the session.

Q: What is the client portal and how do I access it?

A: The secure client portal is through SimplePractice. It is an all-inclusive electronic records and billing platform. Once you are a registered user as a client, you will be able to sign into the portal. There is a link at the bottom of healingandbalance.com website that will direct you the client portal. You will have access to the following:

- Secure links for your telehealth sessions
- Reviewing your appointments
- Reviewing, completing, signing electronic forms and documents
- Billing records, invoices and payment history
- Enrollment in Stripe auto payment for invoices
- Secure messaging

Q: How frequently do you see clients for sessions?

A: It depends on the goals and/or treatment process for each person. Typically, I will see people in psychotherapy every other week, and people receiving Integrative Somatic Wellness, Coaching and Consultation sessions are often attending monthly sessions, or as needed.

Q: What if I am not interested in psychotherapy?

A: You may receive services that are wellness oriented through Integrative Somatic Sessions focusing on Somatic Experiencing®, Coaching, Consulting, Qigong, Meditation, Embodied Healing, Classes and Groups. If you are in need of mental health services, we will discuss a transition to psychotherapy services or a referral to an adjunct mental health provider for you.

Q: What if I live outside of Wisconsin, can I still work with you?

A: Yes, you may receive the Integrative Wellness services if you live outside of Wisconsin. Due to my state licensure requirements, I am not able to provide services at this time if you need psychotherapy services and live out of state.

Q: Do I receive a diagnosis when I receive sessions with you?

A: Yes, for only psychotherapy sessions, you will receive a diagnosis as part of your treatment. This will be discussed and reviewed with you. A clinical diagnosis, assessment and treatment are not part of the services offered through Integrative Somatic Wellness, Coaching and Consultation sessions.

Q: If I am having a medical or mental health emergency what do I do?

A: If you are having serious health or mental health concerns, please contact your medical provider, go to the nearest Emergency Services or call 911. Referrals will be made to an appropriate mental health provider or primary care physician, if needed. Crisis Management and Crisis Evaluation services are not part of services provided through Healing & Balance LLC.