



JANE LEGWOLD, LLC

5205 Knox Avenue South
Minneapolis, MN 55419

cell 612.250.4411
fax 612.924.3643

Here are a few procedural guidelines for receiving services:

CONTACTING JANE LEGWOLD

The *Jane Legwold, LLC* cell phone is the preferred means of contact for both new and ongoing clients. During business hours Jane will answer calls when she is available to talk. Texts can be sent to or voicemail messages can be left on the cell phone on a 24-hour basis, however calls will be returned during business hours. Please leave your name, number, and times when you can be reached. If Jane cannot be reached directly and it is an emergency, you may a) call the County Crisis Center (Hennepin County - 612-374-3161, Ramsey County - 651-221-2121) and/or b) go to any emergency room of a hospital near you.

Jane does not routinely check messages in the evenings or on weekends, so try again if it is an emergency or she has pre-arranged for you to call that number during non-business hours. Jane will let you know if she is unable to talk when you call and let you know when instead she will be available to talk with you. Please use discretion when calling Jane during non-business hours, but texts are welcome any time if you are comfortable leaving brief text messages about scheduling or a request to talk.

When Jane is out of town, arrangements will be made with a colleague to "cover" for immediate needs that may arise. Contact information for that colleague will be available on the *Jane Legwold, LLC* greeting message if you have not already been informed of alternatives.

APPOINTMENTS AND CANCELLATION POLICY

Individual, couples and family therapy sessions are typically a 50-minute clinical hour. Some appointments may be prearranged for longer or shorter periods of time. The appointments will be in Jane's home office, so please do not come to the back door before your scheduled time to maintain the privacy of the person scheduled before you. Jane will explain the process for entry when you schedule your first appointment.

If for any reason you should need to cancel or miss an appointment, please contact Jane as soon as possible. Appointments cancelled with less than 24 hours-notice will be charged full fee. When the contract is to work with Jane as a couple, if only one member of the couple shows then there will be a "no show" charge for that session unless prior arrangements have been made with Jane.

COMPETENCIES

Jane Legwold's competencies are posted in her office and are available for your information.

INSURANCE

Jane Legwold LLC is a fee-for-service psychotherapy practice. Payment in full is required at the time of each appointment. For your convenience you can pay by check, cash, Visa, or your health saving account (HSA) at the time of service. For your records, upon request, Jane will provide a receipt for your payment.

Since Jane is not an in-network provider for any insurance company, you might want to access your out-of-network benefits associated with your health insurance policy. Upon request, Jane can include the needed information on the receipt. You are responsible for all communications with your insurance company about what is required to access any potential out-of-network benefits and the filing procedure to obtain those. The insurance company will reimburse you directly for whatever benefits you are due after you submit your claim. Please be advised that Jane will not complete prior authorizations or other paperwork beyond the receipt (includes the diagnosis) that likely will be required by your insurance company to access benefits. Again – this option to access out-of-network benefits is between you and your insurance company.

Because Jane has chosen to opt-out as a Medicare provider, it is not an option to submit claims on your own behalf to Medicare or any supplemental plan to access those benefits. This is Jane's agreement with Medicare. Please know there are other Medicare providers who provide psychotherapy services if you need to use those benefits.

For insurance benefits to be accessed, a diagnosis must be given to the person identified as the patient. Marriage counseling is frequently not covered by insurance; however, family therapy typically is covered when there is an identified patient who has a diagnosis. There may be consequences to having a mental health diagnosis, such as the ability to qualify for certain future individual life or disability insurance. Not every individual experiences these consequences. Please ask Jane if you have questions about this consideration.