



CLIENT QUICK REFERENCE GUIDE

Welcome to *Center of Being*! We are honored to be a part of your journey.

Please use this guide as a summary of important information about our professional services and policies that you may reference as needed. More detailed information may be found in our Informed Consent forms, or by asking your provider directly.

Office Hours: 8:30 a.m. - 5:30 p.m., Monday - Friday

Main Number: 505-278-0447

Fax: 888-251-2027

Arrival and Bathroom Information

We are located at **2727 San Pedro Dr. NE Suite 105, ABQ, NM 87110**. The commercial office building is located on the west side of San Pedro Drive, just north of Menaul. Our office suite can be accessed directly from the southwestern side of the parking lot, and the door is marked.

Restrooms are located inside the larger office building, directly ahead if coming through the central/main doors. The bathrooms use the following codes:

All/Disabled (single bathroom): 5234

Women's: 5341

Men's: 3452

Appointments and Cancellations

Individual therapy appointment length: 55 minutes

Family or Parenting support appointment length: 30-45 minutes

Transitional objects: A lollipop is offered at the end of our play therapy sessions for sensory and relational support. We are happy to talk more about why we do this, and to offer alternative options if you want or need that.

Canceling an Appointment: Please give 24-hour notice in order to avoid a potential fee.

Arriving more than 15 minutes late: This means our session will likely need to be canceled or rescheduled, due to time and insurance limitations.

Provider Information and Communications

You can find out more about our providers by referencing the Informed Consent forms as well as on our website. The best way to cancel or reschedule appointments is to contact your provider directly via your agreed upon contact method/s. At times our email correspondence may show up in your Spam folder. Please add your provider's email address, noreply@therapyportal.com, and appointmentreminders@therapyportal.com to your email address book, so that messages won't go to Spam.

Public Connections: If you happen to encounter a provider out in the community, please know that we will not engage with you unless you do so with us first, and that we will make our best



efforts to keep how you know us confidential. We are not able to connect on social media platforms, in order to uphold and maintain our professional relationship with you.

Required Forms and Documentation

We request that you complete a variety of forms prior to your first appointment, in order for us to understand how we might best be of service, provide transparency, ensure safety, establish payment, and follow legal and ethical requirements for our services. We understand that forms can feel overwhelming or be difficult to navigate for a variety of reasons, and we will make our best effort to provide manageable options for completing documentation. If you prefer to fill out forms at the office, in hard copy format, or would like assistance, please do let us know. If you are able to receive documents online you should receive notifications to review or complete documents to your email from noreply@therapyportal.com (our HIPAA-compliant electronic record system).

Getting to know our HIPAA-compliant Electronic Health Record

Our system is set up to provide email reminders to multiple people via email, such as the client and their guardians. However, it only keeps one main email to be used for the portal, through which documents can be shared (for reviewing, signing, and/or filling out). Should you want or need multiple signatures to proceed with therapy (as is the case of 14-17-year-olds who agree to have parental involvement, or when there are multiple parents/guardians in different homes) here are some options:

1. You all sign documents through the portal. This requires doing so at the same time, and results in the signatures being next to each other in the e-signature space.
2. One person signs a document through the portal (this would be the person chosen to always receive portal information) and other/s sign documents sent to their email.
3. *For shared custody scenarios:* More than one account can be created for a child client, and thus documents will be sent separately. Documentation will be stored in the agreed upon account.

Care Plans and Updates to Initial Evaluations and Insurance

Approximately every 3-6 months we will be updating the care plan (aka treatment plan), and full evaluations are renewed on a yearly basis. Time for this can be embedded within typical therapy hour or arranged for a separate time. We apologize in advance, that your paperwork may indicate an incorrect name for you based on the one you have chosen or go by. This is done for the purpose of filing with insurance. However, you may always sign our documents using your chosen name, and we will use this with you as well as in our records.

Court and Legal Concerns

At *Center of Being* our policy is to not involve ourselves with court or legal custody disputes. As a *Safe Harbor* we assume that when we enter into a therapeutic relationship with a child and their family, we reserve the right to protect the therapeutic relationship by remaining neutral toward caregiver/guardian disputes. If court involvement is requested as a part of services we will provide you with referral information to fit those needs.

Illness, COVID-19, and our Safety Precautions



You and your provider will decide what is right for your sessions in terms of masking preferences, and this may change at different times. We offer HIPAA-compliant online (telehealth) sessions as a safety precaution as well, although this venue may work well for some and not as well for others, or effectiveness may depend on a variety of factors. As a courtesy to others, if you or your child become unexpectedly ill, please contact your provider or the main number as soon as you are able, to cancel the appointment and/or (in the case of COVID-19) to let us know so we may take precautions ourselves in case we have been exposed as well. If you think you have been exposed to COVID-19 or some other communicable illness, but feel well, we can offer a telehealth session.

Payment

Payment is due at the time of service unless an alternative arrangement is agreed to in advance, or insurance requires another arrangement. Services may be suspended if there is an outstanding balance without an agreed upon payment arrangement in place.

Billing & Insurance Reimbursement

Most insurance plans provide some coverage for mental health treatment. However, these benefits are specific a member's plan, and vary based on the services provided. For example, your insurance company may not cover services for certain diagnoses, no diagnosis, case management services, IEP/school support, or an extended therapy session. While brief contact made for less than 15 minutes is not billed, 15 minutes or more of support from a provider will usually involve a charge or bill to insurance, or to a client, as applicable. Those we serve are responsible for service fees in cases where insurance does not cover them, and so it is recommended to clarify fee expectations with a provider ahead of time. Please refer to our *Payment Policies and Fee Agreements* and/or *Adjusted Fee Schedule* documents in the Intake paperwork, for details regarding fee amounts.

Confidentiality

Center of Being adheres to HIPAA regulations, which protect a client's right to privacy. Please note the exceptions in the Informed Consent documents for which providers are legally mandated to report client information to another authority, such as times when safety or potential abuse/maltreatment or neglect becomes a concern. For these instances a decision is often made to place safety over confidentiality. Some examples might involve repeated behavior causing clear emotional/mental distress, sexual safety concerns, substance use/abuse, or some other form of risky or dangerous behavior to self or others.

Minors

Parents/guardians are responsible for their children, including when they are left unattended at the clinic. A parent or guardian must be readily available (i.e., must remain at *Center of Being*, or be in close proximity) in case of emergency during their child's appointment.

Adolescents Ages 14-17



For those who are 14 to 17 years of age, you will need to sign off on all of our documents for your care. Caregivers involved with treatment for 14-17-year-olds will also need to sign our documents. In this case, a Release of Information (ROI) will need to be filled out and signed, specifying the type of information you would like shared between *Center of Being* and the caregiver. If a caregiver is the primary holder of health insurance, pays for services, is needed for scheduling purposes, or is otherwise considered important to being included in therapy in some way, an ROI must also be filled out, and can specify as to these contact needs.

Communication Between Multiple Households

In the event that a minor's parents or guardians do not have rights terminated (even if custody is not shared), reasonable efforts will be made, as deemed clinically appropriate, to include all parents in treatment. In some cases, providers may request that all communications, including emails, are sent to both/all parents or guardians. For those who are minors in the age range of 14-17, they will need to sign a Release of Information (ROI) in order for our communication to occur with another parent or guardian.

Pets

To ensure the safety and wellbeing of all whom we serve as well as our team members, family pets are generally not allowed in the office space. However, certified, trained Service Animals are of course, by law, allowed to accompany anyone to an appointment. Please notify your provider prior to your appointment that your Service Animal will be with you.

Mental Health Emergencies and Safety

We ask for at least one emergency contact so that if we are concerned for your wellbeing, we have someone to inform or reach out to.

In the case of a mental health emergency, you can go directly to the nearest ER (emergency room), if it is safe to do so, or call 911 and ask for a **“Mobil Crisis Team (or) Crisis Intervention Team (CIT), (or) Crisis Response Team, (CRT).”** If you called your provider and left a voicemail, do not wait for them to respond before acting to prevent further incident. You can also utilize the following crisis lines:

24-Hour Crisis Lines:

UNM Mental Health - (505) 272-2800

Alcoholics Anonymous - (505) 266-1900

Albuquerque Rape Crisis - (505) 266-7711

New Mexico Rape Crisis Center: (505) 266-7711

Domestic Violence Hotline - 1-800-773-3645

Child Abuse Hot Line - (505) 841-6100

Elder Abuse Hot Line - 1-866-654-3219 or (505) 476-4912



New Mexico Crisis Line» 1-855-NMCRISIS (662-7474). 24 hours/7 days a week. This crisis line is used for emotional crisis, mental health, or substance use concerns.

NAMI Helpline 1-800-950-NAMI (6264) 10am-10pm ET. Peer support for people living with mental health conditions and their support networks.

Text to Talk Crisis Line» Text HOME to 741-741. 24 hours/7 days a week.

Suicide Prevention Lifeline» Dial 988. Confidential 24-hour/7 days a week. This free suicide hotline is for use in times of distress and provides prevention and crisis resources for individuals and their support networks.

Español Suicide Prevention Hotline» 1-800-273-TALK (8255). Servicios gratis en Español, 24/7.

Trans Lifeline» 77-565-8860. A support line for and by trans people in need of any type of support or resources. 7am-1am PST / 9am-3am CST / 10am-4am EST.

Agora Crisis Line» 855-505-4505, is a free and confidential 24-hour/7 days a week crisis line at University of New Mexico. in Albuquerque area call 505-277-3013.

Trevor Project» 1-866-488-7386 or text START to 678-678. Open 24 hours/7 days a week with trained counselors that support LGBTQ+ youth who are in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk.

Teens Helping Teens» 800-TLC-TEEN, is open from 6-10pm PST and is toll-free.

Veterans Crisis Line 1-800-273-8255: Press "1" or Chat Online

⇒ After you have contacted emergency intervention, please contact Center of Being at 505-278-0447 at your earliest convenience, or provide our number to the response team.

WE ARE GRATEFUL FOR THE OPPORTUNITY TO SUPPORT YOU

**YOUR FEEDBACK ON OUR SERVICES AND OUR SPACE IS IMPORTANT TO
ENSURING YOUR NEEDS AND PREFERENCES ARE MET.**

*Please consider using our ANONYMOUS feedback forms,
or sharing your valued opinion with us in the way you see fit.*