



Responsive Centers for Psychology and Learning

7501 College Boulevard, Suite 250 ♦ Overland Park, Kansas 66210
Telephone: (913) 451-8550 ♦ Fax: (913) 469-5266

Appointment Date/Time:

Client Registration Form — Adult

Today's Date:		Name of Therapist/Clinician:			Referred by:		
CLIENT INFORMATION							
Client's Last Name:		First Name:	MI:	Birth Date:	Age:	Sex:	
Street Address:			City:		State:	Zip:	
Home Phone:		Cell Phone:	Work Phone:		Social Security #:		
Marital Status:	Single	Mar	Div	Sep	Wid	Name of Spouse/Significant Other:	
Employer:		Occupation:		Student:	Full time	Part time	N/A
FINANCIALLY RESPONSIBLE PARTY (if different from above)							
Last Name:		First Name:	MI:	Birth Date:	Social Security #:		
Street Address:			City:		State:	Zip:	
Home Phone:		Cell Phone:	Work Phone:		Employer:		
EMERGENCY INFORMATION							
Last Name:		First Name:			Relationship to Client:		
Home Phone:		Cell Phone:		Work Phone:			
CLIENT'S RIGHTS AND RESPONSIBILITIES							
Clients have the right to:							
— Be treated with professionalism and respect							
— Confidentiality (see Notice of Privacy Rights)							
— Receive explanations about office procedures, or answers to any questions you may have							
— Participate in decisions regarding your treatment plan							
— Consent to or refuse any treatment							
Clients have the responsibility to:							
— Provide information needed by the professional staff to care for you							
— Keep all scheduled appointments and be on time							
— Cancel at least 24 hours in advance if you are unable to keep an appointment							
— Pay your fees, deductibles, coinsurance and copays							
— Provide insurance information if you wish to use your insurance benefits							
— Obtain any authorizations required by your insurance company prior to your initial visit							

Responsive Centers for Psychology and Learning

Name of Client:

Name of Therapist/Clinician:

FINANCIAL POLICY

Copays for clients covered by insurance are due at the time services are rendered. For clients who are not using insurance, or are using an insurance plan with which their clinician is not contracted, payment in full is due at the time of service. Upon request, we will provide you with a Visit Summary to file with your insurance company for reimbursement.

If your insurance company requires prior authorization and you have not obtained it, the cost of that visit will be your responsibility. It is your responsibility to contact your insurance company to determine your outpatient mental health benefits. If your insurance changes during your treatment, it is your responsibility to provide that information to our office, along with any authorizations required by your new plan.

I have read and understand the above stated policies.

Initials

Date

AUTHORIZATION OF PAYMENT

Please choose **ONE** of the following:

1. **I am a private pay client.** I will be responsible for payment in full at the time each service is rendered.

Initials

Date

2. **I authorize payment of insurance benefits to Responsive Centers for Psychology and Learning, 7501 College Blvd, Ste 250, Overland Park, KS 66210** for services rendered. I further authorize the release to my insurance company of any medical or other information necessary to process my insurance claims. I understand that I am responsible for all balances not paid by my insurance company, including, but not limited to, deductibles, coinsurance, and copays.

Initials

Date

EAP (EMPLOYEE ASSISTANCE PROGRAM) POLICY

I understand that if I am entitled to benefits through an Employee Assistance Program, I must present the billing information and the authorization number for that benefit **at my first appointment**. If, during the course of my treatment, I find out that I was entitled to an EAP benefit that I was unaware of, Responsive Centers will begin billing my EAP with the **next session**, provided I have obtained an authorization, and regardless of the beginning date of that authorization.

Initials

Date

NO SHOW/LATE CANCELLATION POLICY

I understand that I will be charged for a missed appointment, or if I cancel an appointment less than 24 hours in advance. These fees must be paid at the time of the next appointment. **Responsive Centers does not make reminder calls to clients prior to their scheduled appointments.**

Initials

Date

I have read and understand **all** of the above policies.

Printed Name

Signature

Date

Responsive Centers for Psychology and Learning

Name of Client:		Name of Therapist/Clinician:			
PRIMARY INSURANCE INFORMATION					
Primary Policyholder is:	Self	Spouse	Other		
Please complete the following if the primary policyholder is someone other than yourself:					
Primary Policyholder's Last Name:	First Name:	MI:	Birth Date:	Social Security #:	
Street Address:	City:		State:	Zip:	
Home Phone:	Cell Phone:	Work Phone:	Relationship to Client:		
Please complete the following <u>only</u> if you are unable to supply a copy of your card:					
Primary Insurance Company Name:	ID#:	Group #:	Phone #:		
Street Address:	City:		State:	Zip:	
SECONDARY INSURANCE INFORMATION (if applicable)					
Secondary Policyholder is:	Self	Spouse	Other		
Please complete the following if the secondary policyholder is someone other than yourself:					
Secondary Policyholder's Last Name:	First Name:	MI:	Birth Date:	Social Security #:	
Street Address:	City:		State:	Zip:	
Home Phone:	Cell Phone:	Work Phone:	Relationship to Client:		
Please complete the following <u>only</u> if you are unable to supply a copy of your card:					
Secondary Insurance Company Name:	ID#:	Group #:	Phone #:		
Street Address:	City:		State:	Zip:	

Responsive Centers for Psychology and Learning

CONSENT FOR TREATMENT — ADULT	
Welcome to our practice. Please read this document carefully and note any questions you might have so you and your clinician can discuss them. <i>Once you sign this, it will constitute a binding agreement between us.</i>	
NOTICE OF PRIVACY PRACTICES	
By signing this agreement, you consent to the use of your personal health information for purposes of treatment, payment, or health care, according to the Notice of Privacy Practices posted on the Responsive Centers' website and provided at the Responsive Centers' office.	
PSYCHOTHERAPY	
Psychotherapy varies depending on the personality of both the clinician and the client and the particular issues that the client wants to address. There are a number of different approaches that can be used. Outpatient psychotherapy is voluntary and requires an active effort on your part. In order to be most successful, you will have to work both during sessions and at home.	
Psychotherapy has both benefits and risks. Psychotherapy often leads to significant reduction of feelings of distress, better relationships, and resolutions to specific problems. Risks sometimes include experiencing uncomfortable levels of feelings such as sadness, guilt, anxiety, anger, frustration, loneliness, and helplessness. Psychotherapy sometimes requires recalling unpleasant aspects of your history. It is important that you discuss these issues in an honest and forthright manner. There are no guarantees about results.	
By the end of the first few sessions, your clinician will be able to offer you some initial impressions of what your work will include and an initial treatment plan. You should evaluate this information along with your own assessment about whether you feel comfortable continuing. Therapy involves a large commitment of time, money, and energy, so you should be very careful about the clinician you select.	
SESSIONS	
If psychotherapy is initiated, 45-50 minute meetings will be scheduled at mutually agreed upon times. <i>Once an appointment is scheduled, you will be expected to pay for it unless you provide 24-hours advance notice of cancellation (unless you and your clinician agree you were unable to attend due to circumstances beyond your control).</i> Missed appointments are not insurance reimbursable and must be paid for by the client.	
Your clinician will be happy to discuss session fees with you. You are expected to pay all copays at the time of each session. In addition to your appointments, we charge on a prorated basis for other professional services that are not insurance reimbursable, such as report writing, telephone conversations that last longer than 10 minutes, attendance at meetings, or consultations with other professionals that you have authorized or requested, preparation of records or treatment summaries, and/or the time required to perform any other services which you may request of your clinician.	
CONFIDENTIALITY	
In general, the confidentiality of all communications between you and your clinician is protected by law. Clinicians can release information only with written permission, with some exceptions. In most judicial proceedings, you have the right to prevent your clinician from providing information about your treatment. However, in some circumstances such as child custody proceedings and proceedings in which your emotional condition is an important element, a judge may require testimony.	
There are some situations in which your clinician is legally required to take action to protect others from harm, even though that requires revealing some information about your treatment. If your clinician believes that a child, an elderly person, or a disabled person is being abused, your clinician is required to file a report with the appropriate state agency.	
If your clinician believes that you are a serious threat to another person, your clinician is required to take protective actions, which may include notifying the potential victim, notifying the police, and/or seeking appropriate hospitalization. If you threaten to harm yourself, your clinician may be required to seek hospitalization or contact a family member or others who can provide protection.	
INDEPENDENT PRACTICE	
Responsive Centers for Psychology and Learning is an association of independently practicing professionals who share certain expenses and administrative functions. While clinicians share a name and office space, they are completely independent in providing you with clinical services and are fully responsible for those services. Any matters concerning your clinical care should be addressed with your clinician first. If the matter is not resolved to your satisfaction, you may contact our executive director.	
Please note that your clinician is not authorized to practice medicine or prescribe medication, but will work closely with your physician to ascertain any medical or biological origins that may impact your symptoms.	
REQUIRED SIGNATURES	
<i>I have read the above information and understand its contents. I give my full consent for treatment. I have had the opportunity to read and obtain a copy of the Notice of Privacy Practices.</i>	
Signature: _____	Date: _____
Witness: _____	Date: _____

Responsive Centers for Psychology and Learning

REPORT TO PRIMARY CARE PHYSICIAN

Please choose **ONE** of the following:

1. **I AUTHORIZE** Responsive Centers to exchange information with my primary care physician: _____
Client's Signature

Please provide the following information so that we are able to contact your physician. A phone book is available in the waiting room for your convenience.

Client's Name:	Client's Date of Birth:
Client's Social Security #:	Authorization # (if applicable):
Physician's Name:	Physician's Phone #:
Physician's Address:	Physician's Fax #:

2. **I DO NOT** authorize Responsive Centers to exchange information with my primary care physician: _____

FOR OFFICE USE ONLY

This is a(n): Initial Summary Interim Summary Termination Summary

Suggested Diagnoses:

Axis I: _____

Axis II: _____

Psychotropic Medications:

Current psychotropic medications: _____

Please evaluate this client for the appropriateness of medication for the treatment of: _____

Treatment Goals:

Treatment Modalities: Individual Therapy Family Therapy Group Therapy Couples Therapy

Psychotropic medication Referral to community resources: _____

Psychologist/Clinician Signature: _____ Date: _____

Please complete and return if medication is prescribed or changed or if there are any medical conditions or medications that may be causing or contributing to the client's symptoms of mental disorder.

Medication prescribed: _____ Dose: _____

Medication prescribed: _____ Dose: _____

Physician's Signature: _____ Date: _____

Responsive Centers for Psychology and Learning

BIOGRAPHICAL INFORMATION				
This information is to help your therapist/clinician prepare for your visit and to facilitate planning for your treatment.				
Your Name:	Nickname:	Date of Birth:	Age:	
PRESENTING PROBLEMS				
What concerns or problems, including symptoms, convinced you to seek help now?				
These problems are:	Mildly upsetting	Moderately severe	Very severe	Totally incapacitating
How long has it been a problem?		Have you been treated for this problem before?		
If yes, who treated you?				
FAMILY INFORMATION				
Name of Spouse/Significant Other:				
Children (Names and Ages):				
EDUCATION				
Highest Degree Earned:		School:		
JOB HISTORY				
Current Occupation:		Years on the Job:		
Previous Occupation:		Years on the Job:		
MEDICAL HISTORY				
Primary Care Physician:		Date of Last Physical Exam:		
Medical problems you are being treated for currently:				
Allergies:				
Current Medications:				

Responsive Centers for Psychology and Learning

BIOGRAPHICAL INFORMATION (cont'd)					
PSYCHIATRIC HISTORY					
Previous mental health treatment:					
Level of Care:	Inpatient	Partial Hospital	Outpatient		
Reason for Treatment:					
Treating Clinician(s)' Name(s):					
Have you ever attempted suicide?	Yes	No	If yes, when?		
Are you currently having suicidal ideation?	Yes	No	Do you have a plan?	Yes	No
Please describe any family history of psychiatric problems:					
ALCOHOL/DRUG USE/ABUSE					
	Abstain	Social	Concerned about abuse	Recovering	
Types of substances:					
Frequency:		Amount:			
Family member(s) abuse?	Yes	No	If yes, whom?		
LEGAL HISTORY					
Have you ever been arrested?	Yes	No	If yes, for what reason? At what age?		
SOCIAL HISTORY					
With whom do you discuss difficult problems?	Family		Friends	Others	
Do you have a social support group?	Yes	No			
What do you do for pleasure and relaxation?					



Responsive Centers

7501 College Boulevard Suite 250 ♦ Overland Park, Kansas 66210
Telephone: (913) 451-8550 ♦ Fax: (913) 469-5266

Credit Card on File Agreement

Responsive Centers has implemented a new credit card policy. Much like many other businesses such as a hotel, or car rental agency, attorneys, and other medical offices, etc. We now have a similar policy. We kindly request our patients' guardian/guarantor for a credit card which may be used later to pay any balance that may be due on your bill. Co-Pays are still due at the time of service.

At registration and/or check-in, your credit card information will be obtained and kept securely until your insurance(s) have paid their portion and notifies us of the balance due, if any. At that time, you will be sent a statement which you will have 30 days to pay. After 30 days, if the bill remains unpaid, we will bill your credit card.

By signing below, I authorize Responsive Centers to keep my signature and my credit card information securely on file in my account. I authorize Responsive Center to change my credit card for any outstanding balances when due. This could be amounts resulting from balances related to copayment, deductible, co-insurance, non-covered services or (?) for no coverage/eligibility but is not limited to the scenarios. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company so long as the transportation corresponds to the terms indicated in this form.

If the credit card that I give today changes, expires, or is denied for any reason, I agree to immediately give Responsive Centers a new, valid credit card which I will allow them to change on the telephone.

<input type="checkbox"/> VISA	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Discover	<input type="checkbox"/> American Express
Patient's Name (Print): _____		DOB: ____/____/____	
Name on Card (Print): _____		Last four digits of credit card: _____	
Email (Print): _____		Expiration Date ____/____	
Please fill out information below for any other person(s) you authorize this credit card for:			
Patient Full Name (print): _____		DOB: ____/____/____	
Patient Full Name (print): _____		DOB: ____/____/____	
Patient Full Name (print): _____		DOB: ____/____/____	

Credit Card Holder's Signature: _____ Date: _____

<input type="checkbox"/> Please check this box if you prefer not to receive a statement and would like us to bill your credit card immediately for any balances due after the processing of your insurance.

Frequently Asked Questions Regarding the Credit Card on File Agreement

But wait, I'm nervous about leaving you my credit card. We do not store your sensitive credit card information in our office. We store it on a secure website called a gateway. The gateway we use is a secure clearinghouse that meets the industry standards set forth from the Payment Card Industry Data Security Standard (PCI-DSS) and is certified at the highest level attainable. **Once we enter your information through this gateway, your information is securely encrypted and we do not have access to view or edit the information.** This gateway is only used to process your payment and email you a receipt once payment is processed.

What is PCI-DSS? Payment Card Industry (PCI) Security Standards Council offers robust and comprehensive standards to enhance payment card data security and reduce exposure to credit card fraud. PCI Data Security Standard (DSS) provides an actionable framework for developing a robust payment card data security process, including prevention, detection, and appropriate reaction to security incidents.

When do I give you my credit card? We prefer for you to fill out the Credit Card Authorization Form and give us your credit card in person. We will swipe your credit card with an encrypted reader that will securely upload your credit card number into the gateway and return the card to you. With the encrypted reader, we will never see all the numbers of your credit card. You can deliver your credit card information over the phone or by mail, but the most secure way is in person through the encrypted reader.

My High-Deductible Health Plan has a Health Savings Account (HSA) Card. Can I keep my HSA card on file? Yes, you can keep your HSA card on file, however, since HSA funds are limited, we may require an additional card to be kept on file should the funds in your HSA account become insufficient.

What if I need to dispute my bill? We will always work with you to understand if there has been a mistake. We will refund your credit card if we or if your insurance company has made a billing error. We will only charge the amount that we are instructed to by your insurance carrier, in the EOB they send to us, in the same way that we normally determine how much to send you a bill for in the mail.

Do I have to leave my credit card information to be a patient at this practice? No, however it is strongly recommended in the healthcare industry. Insurance reimbursements are declining and there has been a large increase in patient deductibles. These factors are driving offices to either squeeze more patients into shorter periods of time or to stop accepting insurance. We have decided to focus on becoming more efficient in our billing and collections processes instead.

How much and when will money be taken from my account? The insurance companies on average take approximately 2 weeks to process submitted claims. Whatever the allowed amount is, your copay, coinsurance, and deductible are taken into consideration. It simply depends on your

individual policy what you may owe. Once the insurance explanation of benefits is received and posted to your account, you will be sent a statement showing your portion. You will have 30 days to send an alternative form of payment if you prefer. If no alternative payment is received, your patient financial responsibility will be processed.

What is a Deductible and How Does It Affect Me? An annual deductible is the dollar amount you must pay out of pocket during the year for medical expenses before your insurance coverage begins to pay. For example, if your policy has a \$2,000 deductible, you must pay the first \$2,000 of medical expenses before the insurance company begins to pay for any services. This works just like the deductible for your car insurance or homeowner's insurance policy does. Deductibles begin at the start of your plan year. Some begin either Jan. 1 or July 1, but can start on any date. Some plans also have co-insurance which is patient responsibility.

How will I know when my deductible has been met? You can call your insurance company at any time to check on how much of your deductible has been met and some insurance companies have this information available online. Every time you receive medical services, you will receive notification from your insurance company (either by mail or online) by way of an Explanation of Benefits (EOB). This will show how much they paid or did not pay, if the amount went to your deductible or coinsurance, and your responsibility to pay.

What are the benefits? It saves you time and eliminates the need to write checks, buy stamps or worry about delays in the mail. It also allows your children to see their physician timely when they need to, even while they are away at college and need to make virtual follow up appointments. It also allows us the chance to refund patients easily, if necessary, which is helpful during the COVID pandemic while certain plans, policies, companies, etc. continue to offer cost share waivers. Finally, it cuts down on germs while handling cards to pay for bills; there is no need to take your card out if it is on file. It also drives our administrative costs down because our staff sends out fewer statements and spends less time taking credit card information over the phone or entering it from the billing slips sent in the mail, which are less secure methods than us storing the information. The extra time the staff has can now be spent on directly helping the patients, either over the phone, with insurance claims or in person.