

Guidelines For Client Applicants

Updated: 01/10/2024

These guidelines take you through necessary steps to complete your appointment request and get it confirmed and activated. Also, there are instructions for utilizing the service.

Therapy Requests:

To complete your appointment request, complete, sign as indicated and submit these documents:

1. a) Informed Consent (Therapy Requests)
b) Coach-Client Agreement (Coaching Requests)
2. Identifying Information. *If you are using your insurance coverage to pay for services, scan or take a picture (front and back) of your insurance card and add this copy to your Identifying Information form for upload.*

Identifying Information and Informed Consent:

Complete and sign these forms and return them via the website Please complete all of the information requested. If service is being requested for a minor (person under 18 years old) or an adult dependent (spouse or adult child) be sure to complete the information for the person who owns the insurance

Insurance Coverage:

Your insurance coverage and card must be current and active. Please *confirm your obligation for **deductible** and **copay** with your insurance company.* Also, confirm any requirement for ***precertification***.

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Scheduling:

It is recommended that in booking for therapy you first schedule a consultation appointment. If you decide to continue, it is suggested that you schedule a frequency of one appointment per week for at least 4 weeks to start. This ensures that your desired appointment time is available since time slots for appointments cannot be held over and open slots can be taken by anyone wishing to have an appointment. Also, this ensures continuity which is so important to therapeutic benefit. To schedule more than one appointment, you may:

- a) Use the Cart: select your desired date and time for an many occurrences as you wish, add each one to the cart and purchase the total number of occurrences.
- b) Use the Recurring Appointments option and select your date and time to recur weekly or twice monthly (every fortnight). Monthly recurrence typically applies for coaching requests.

Should you select too many appointments, those not wanted can be cancelled by clicking the minus (-) to the right of the selection in the cart.

The funds for any unused appointments will be refunded minus any outstanding charge and PayPal's processing fee. Refunds are made via PayPal.

Multiple scheduling of appointments applies for 45 minute and 60 minute appointments only. Coaching appointments are excepted. Coaching clients may schedule recurring 30 minute appointments.

Appointments:

Therapy contact is for 45 minutes. The 45/60 minute ratio allows 45 minutes for facing with the client and 15 minutes for administrative work connected with the contact. Until further notice, therapy contact is virtual only. The therapist will connect with the client via a video link, Zoom or Teams. The client will be sent a video link for the session. Telephone contact can be arranged if video connection is not feasible.

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Sessions begin at the scheduled time. If the client is late, the client is responsible for the time lost. At 15 minutes late the appointment will be rescheduled if feasible. Please call to report emergencies (e.g. auto accidents or unexpected hospitalization). If the therapist is late, the therapist may offer to extend the ending time of the session to recover the time lost up to a maximum of 10 minutes. Alternatively, the appointment may be rescheduled.

Lateness due to technical problems do not fall under these provisions and will be addressed on a case by case basis.

Cancellation:

Appointments may be cancelled. *Cancellations* must be done at least 24 hours before the time of the scheduled appointment. Late cancellation or failure to cancel incurs a fee. (Fees are subject to change.)

Current Cancellation Fee Schedule:

- General Psychotherapy: \$37.00
- Mind Body/Energy Based Therapy: \$42.00
- Coaching: \$30.00

Cancellation Instructions: Login at <https://metropsychtherapy.com/login> with your Username and Password. Select menu View Orders, when your order(s) displays select View Details for the session you want to cancel. When the session displays, select the Cancel Reservation button. A message "Do you want to cancel your reservation?" will display confirming your cancellation request, select OK to cancel your reservation.

Payments:

Prepayment is a requirement for booking all appointments.

Payments are made through PayPal: dr.ena.watson@metropsychtherapy.com

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Paying through PayPal incurs a processing fee (current – 3.9 cents per \$1.00 rounded up to the nearest cent.) This amount is calculated in the booking system and added to your payment.

Private Pay:

Fees are paid directly as set.

Insurance Payments:

Provision is made for payment using alternative insurance fee types:

- Deductible – pays the basic service charge (\$110.00) or the balance owed if a lesser amount.
- Copay – pays the amount stated by the insurer.
- Coinsurance – pays the amount stated by the insurer.

No Fee Insurance or 100% Coverage - Applies to some veterans, some Medicare recipients, and EAP service. A minimal booking fee of \$1.00 + processing charge is provided to meet the prepayment booking requirement and facilitate access for persons in this group. Any balance left after meeting PayPal's processing charge is refunded via PayPal.

Receipts:

You will receive two receipts:

1. Receipt generated by the booking system sent via email
2. Receipt issued by PayPal.

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Coaching Service

Our program of Lifestyle Coaching for Health and Longevity provides ongoing guidance and support to help you achieve your desired health goals. Coaching addresses many health issues as well as the plain desire to attain and maintain optimum health. Our service focuses especially on the *prevention of chronic health conditions and the reduction of symptoms arising from chronic illness.*

Tell us your health concern and what you wish to achieve.

Note: Coaching is not covered by insurance. Service incurs out of pocket payment.

If you purchase a coaching package, at each appointment payment for the time used is subtracted from the available total and the balance is held in reserve for subsequent use. If the total time paid for is not used, the remaining balance minus any other costs incurred is refunded.

Coaching is *not therapy*. A therapy request must be made separately.

To request a coaching appointment, complete and submit the Coach Client Agreement form and the Identifying Information form. Exclude insurance information from the Identifying Information form. Sign and submit the forms. The terms for payment and cancellation cited above apply for coaching.

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Metropolitan Psychotherapy and Health Coaching