



Moosilauke Counseling Solutions

Welcome to Moosilauke Counseling Solutions! We look forward to partnering with you on your journey to enhanced mental health and well-being. We hope that this document will answer any questions that you may have about our practice. Please take the time to read this document and make note of any questions or concerns you may have.

About Us

At Moosilauke Counseling Solutions, we provide innovative and integrated psychological and psychiatric care. We enjoy working with children, adults, and families. We offer in-person and telepsychiatry options. We recognize that mental health services can be cost prohibitive and are dedicated to ensuring, to the best of our ability, that individuals and families relying on insurance are able to access our services.

Our Services

We believe that the cornerstone of mental health services starts with the therapeutic relationship between a client and their clinician. We believe, and research supports, that for many psychiatric conditions, therapy together with medication provides the client with the best possible outcome. Our trained providers will perform a comprehensive psychiatric evaluation to determine appropriate diagnosis and treatment. If our provider feels that psychiatric medication is warranted, a discussion about the plan for follow-up will occur. Our providers are currently licensed to practice in the state of New Hampshire and Vermont. As such, we can only offer services, including telehealth, to individuals who are physically located within either state at the time of service. Our trained mental health clinicians can offer a variety of psychological services including child, adolescent, adult, and family psychotherapy. Our clinicians specialize in a variety of evidence-based psychotherapeutic modalities such as motivational interviewing, acceptance and commitment therapy, exposure response prevention therapy, and dialectical (DBT) and cognitive behavioral therapy (CBT). Our mental health clinicians are currently licensed to practice in the state of New Hampshire. As such, we can only offer services, including telehealth, to individuals who are physically located within New Hampshire at the time of service.

Confidentiality

Protecting a client's privacy and confidentiality is of utmost importance to us at Moosilauke Counseling Solutions. With a few exceptions, we will only release information about your care with your written permission. Exceptions that may warrant us to disclose information without your consent include:

- If we believe a client is a risk to themselves, we are obligated to seek hospitalization or contact local authorities.
- If a client threatens serious bodily harm to another individual, we are obligated to take protective actions which may include contacting the potential victim, contacting local authorities, or seeking hospitalization.



- If information is revealed that gives reason to suspect that a child, elderly person, or disabled person is being abused or neglected, we are obligated to contact the appropriate state authorities.
- In legal proceedings when a judge orders your provider to testify.
- To ensure our providers continue to provide the highest quality of care, we may find it helpful to consult with other professionals. Care will be taken to avoid providing any client identifying information. Professionals that are consulted are legally bound to keep all information discussed confidential.
- Client records may be subject to audits by insurance companies or other regulatory authorities.

Appointments and Cancellation Policy

Moosilauke Counseling Solutions has a standard 24-hour cancellation policy. Please notify us as soon as possible if you are unable to keep an appointment and at least 24 hours, preferably 48 hours, in advance of your scheduled appointment time. If you cancel your appointment within the 24-hour window, a late fee may be charged to your account. Please see our cancellation policy for additional information.

Care for Minors

In most cases, the treatment of a child under the age of 18 must be authorized by the child's parent or an individual with legal authority to make decisions on behalf of the child. In New Hampshire, all information regarding a child's psychotherapy file is considered privileged and can only be released in limited circumstances.

Service Rates

We feel strongly that mental health services should not be cost prohibitive. We strive to ensure that individuals and families who rely on insurance can access our services and as such, are in-network with many commercial insurance plans. If you intend on using health insurance benefits, it is your responsibility to contact your insurance company and review your specific policy documents to ensure you fully understand the coverage available. The amount insurance companies allow varies based on your individual plan and we may not have clear information on the amount due until after we have processed the insurance payment. Any charges not reimbursed by insurance will be expected to be paid by the financially responsible party. For additional information, please review our Client Financial Responsibility Agreement.

An initial psychiatric evaluation with our Nurse Practitioner is \$300.00. Follow-up visits for medication management with our Nurse Practitioner are \$150.00. Initial psychotherapy sessions are \$250.00 with our licensed clinicians and \$200.00 with our candidates for licensure.

Following the initial psychotherapy session, unless otherwise arranged, subsequent psychotherapy sessions are scheduled for 60-minutes and are billed at a rate of \$200.00 with our licensed clinicians and \$150.00 with our candidates for licensure clinicians. Family therapy is billed at a rate of \$250.00 per session and is not billed through insurance. We are able to provide superbills for you to submit for possible reimbursement. In-person and telepsychiatry visits are billed at the same rates.

**Availability**

Our office is open from 9:00-5:00 Monday through Friday. We are not open on the weekends and are closed for all major holidays. We do not take calls when we are meeting with clients therefore, we are often not available immediately by phone. We will do our best to return phone calls and portal messages within 3 business days. Due to the fact that there are no providers and/or clinicians available after business hours or on the weekends, if you are experiencing a behavioral health crisis and need urgent support, contact the New Hampshire Rapid Response Access Point at #1-833-710-6477 or call the Suicide and Crisis Lifeline at 988. In the event of an emergency or if you need immediate assistance, call 911 or go to your local emergency room for evaluation.