



**Dr. Jacquelyn M. Reinert, Psy.D., LMHC**

**Behavioral Health Professional Policies**

Profession policies update beginning April 2019

To client(s) of Life.Lived, LLC,

To avoid any confusion or misunderstandings, Jacquelyn M. Reinert, Psy.D., LMHC of Life. Lived, LLC provides comprehensive information about the practice for your review and agreement. Please read it carefully and discuss any questions you have in session before signing the online form.

License and Code of Ethics: Jacquelyn M. Reinert, Psy.D., LMHC is a licensed mental health counselor in Massachusetts and New Hampshire, both of which are governed by the Code of Ethics of the American Counseling Association (ACA). Given her doctoral degree in Psychology, Jacquelyn M. Reinert, Psy.D., LMHC also adheres to the ethical guidelines of the American Psychological Association (APA).

Qualifications and Scope of Practice: Jacquelyn M. Reinert, Psy.D., LMHC received her Master of Science in Mental Health Counseling degree in 2008 from Long Island University and her Doctor of Psychology in Counseling and School Psychology at Rivier University in 2017. Jacquelyn M. Reinert, Psy.D., LMHC obtained mental health counseling licensure in the state of Massachusetts in 2015 and in New Hampshire in 2017. Jacquelyn M. Reinert, Psy.D., LMHC is pursuing licensure as a psychologist in New Hampshire with an anticipated date of May 2019 as well as Massachusetts beginning summer 2019. Jacquelyn M. Reinert, Psy.D., LMHC's therapeutic practice areas at Life. Lived, LLC include the assessment, diagnosis and treatment of Intellectual Disabilities, Autism Spectrum Disorder, complex neuropsychological profiles, anxiety, Attention Deficit/Hyperactivity Disorder, depression, trauma and concerns related to these disorders (e.g., sexual health, anger, social concerns, gender identity, etc.).

Diagnosis and Recommended Treatment: As part of your (or your child's) treatment, Jacquelyn M. Reinert, Psy.D., LMHC will discuss diagnosis and recommended treatment outlined in a comprehensive treatment plan, including an estimate of length of therapeutic services. Additionally, if billing insurance, Jacquelyn M. Reinert, Psy.D., LMHC is required to bill for services utilizing said diagnosis.

Please note that you are not required to seek services with Jacquelyn M. Reinert, Psy.D., including that of individual therapy or counseling.

Informal assessment may be utilized to track and monitor treatment progress.

Therapy Sessions: Therapy sessions, unless otherwise indicated, are fifty minutes in duration.



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*For children and adolescents:* When working with children or adolescents, clinicians often schedule episodic parent-only and parent-child sessions to ensure collaborative and effective implementation of learned strategies across settings. If your child is meeting individually, parents/guardians must remain on the premises unless otherwise agreed upon with your clinician. If a one-to-one parent coaching session is required, parents/guardians will be scheduled at a mutually-convenient time without the child present. If you need to check in with your clinician prior to or after a session, please feel free to leave them a brief voicemail prior to the session to inform them of your concerns or message them via Simple Practice. Generally, children should not be expected to be unattended in the waiting room.

Intake: Intake sessions are approximately 90 minutes in duration (face-to-face) followed by 20-minute diagnosis and treatment plan development.

For adults over eighteen years of age, please anticipate completing intake forms prior to the intake via Simple Practice, a HIPAA compliant electronic healthcare record.

For minors, all parents/guardians involved in the child/adolescent's life are strongly encouraged to attend. This form, including others, will be provided to you, as well as online questionnaires through Simple Practice and must be completed prior to intake.

Cancellation Policy: Appointments are typically scheduled in advance, and as such, please make every effort to contact the office as soon as possible should you need to cancel or reschedule an appointment, which will allow for an opportunity to schedule another client. Please notify 48-hours prior to your scheduled appointment. There is no charge for the first two cancellations in a calendar year, and any remaining late cancellations are billed at a cancellation rate of \$75.00. Late fees will be billed regardless of the reason you need to cancel when your two-limit per calendar year is reached.

Cost of Professional Services: Dr. Reinert currently accepts Blue Cross Blue Shield of Massachusetts. For all others, Dr. Reinert is considered to be an "out-of-network" provider. Intake assessments (first meeting) are \$150.00 per ninety-minute session. Therapy fees for individual therapy and parent sessions is \$125.00 per fifty-minute session unless determined otherwise prior to the session. Therapy payments are due at the time of the session. Checks made payable to Jacquelyn Reinert, Psy.D., LMHC are accepted; pre-payment/auto payment via credit card are also an option through Life Lived, LLC's billing portal within Simple Practice. Individuals and/or families are expected to agree to full payment no later than five (5) business days following date of service. For unpaid balances, Life Lived, LLC has the right to seek payment via a collection agency or small claims court.



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Group therapy sessions are \$65.00 per session unless otherwise indicated. Group session payment is expected in full no later than five (5) business days following the group starting date, unless other arrangements are made. Families are responsible for full payment irrespective of any group absences. Please note that Life. Lived, LLC does not directly bill insurance for group therapy services unless you have BCBS, and that most social skills or EF groups are not covered by most insurance plans.

Consultation service payments should be arranged directly and are billed at a rate of \$150.00 per hour. Jacquelyn M. Reinert, Psy.D., LMHC is happy to consult with other care providers with your consent in the form of telephone calls, writing letters, and attending meetings. No fee is associated for consultation under ten (10) minutes. For consultation work more than fifteen (15) minutes in duration, the rate of \$125.00/sixty minutes will be charged.

With regard to minors with divorced parents, the financially responsible parent agrees to pay regardless of any disagreements with the other parent(s).

Limits of Services: Unless specifically agreed to otherwise, your Jacquelyn M. Reinert, Psy.D., LMHC's role is to provide psychotherapy services, not to assess fitness for custody, serve as an advocate in other issues, or act as an expert witness.

Limits of Availability and Provision for Emergency Coverage: Please be aware that Life. Lived, LLC clinicians are not able to offer emergency or "on call" services. Currently business hours are Monday, Tuesday, and Thursday from 9:00 a.m. until 5:00 p.m. and Saturday from 9:00 a.m. until 1:00 p.m.

If you need to get in contact with Jacquelyn M. Reinert, Psy.D., LMHC, please contact them at the number listed below or via messaging through Simple Practice. When Jacquelyn M. Reinert, Psy.D., LMHC is on vacation, a pre-determined covering clinician can be provided at your request otherwise all communication/correspondence will resume during normal business hours following vacation.

Professional Records: Jacquelyn M. Reinert, Psy.D., LMHC maintains a file for each client, including intake, diagnosis, treatment plan, billing, consent to treatment, treatment notes, discharge summary and any other written or electronic information a Life. Lived, LLC clinician receives from or about the client. Treatment progress notes include the date and time of each session and a brief summary of key facts and issues discussed as well as treatment recommendations are also recorded. All records are maintained through an online, HIPAA-compliant practice management system (Simple Practice).

The client (or parent) is entitled to a copy of the records for a fee which covers copying and administrative costs; however, they are not entitled to a copy of the clinician's process notes should they exist. If you wish to see a copy of the record, Life. Lived, LLC



recommends that you review it with your clinician so that they can discuss the contents. Billing for this service is \$125.00 per hour.

**Electronic Communication:** Blue Cross Blue Shield may require Life. Lived, LLC to send billing information and other information electronically (e.g., by facsimile or email). Life. Lived, LLC cannot guarantee the confidentiality of such communication. If you do not consent to electronic communication, please notify Life. Lived LLC immediately, before beginning treatment, so that Life. Lived, LCC can determine whether and how to proceed.

Please note that Jacquelyn M. Reinert, Psy.D., LMHC does not accept or respond to electronic mail communications about treatment issues. If you would like to transmit confidential information, please utilize the Simple Practice client portal.

### **Privacy and Confidentiality Policy**

Life. Lived, LLC is dedicated to ensuring confidentiality and privacy for all clients and their families. Generally, all communication between a clinician at Life. Lived, LLC is confidential, and is protected by law. There are, however, some exceptions to this, and as such, Life. Lived, LLC is required to inform you of the limits of confidentiality, which is summarized below. Please read all of the information below and should you have any questions, please contact your clinician directly.

There are some rare circumstances in which Jacquelyn M. Reinert, Psy.D., LMHC cannot maintain confidentiality. This includes the following:

- 1) If a client or family member presents a clear danger to themselves and refuses to accept appropriate treatment, information is released to protect the client.
- 2) If a client communicates an actual threat of physical violence to an identifiable victim, information is released to protect the potential victim.
- 3) If a judge orders the disclosure of information or orders your clinician to testify, information relevant to the legal issue would be provided.
- 4) If services are being covered by a third-party payer, such as an insurance company, school district or legal authority, your clinician may be requested to provide information. Insurance companies claim to keep this information confidential. If you request it, your clinician will provide you with any information which your clinician submits to any third party(ies) on your behalf.
- 5) If the clinician has reasonable cause to believe that a minor child is being abused or neglected, there is a legal mandate to report to the Department of Children & Families.

These situations rarely arise, but if they do, it is Life. Lived, LLC policy to discuss these matters with you before taking any action.



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**Group Therapy:** Unlike individual treatment, confidentiality of group therapy is not privileged, and therefore is not protected by law. Group members typically sign and abide by a written confidentiality agreement prior to participating in the group. Clients with concerns about confidentiality should discuss them with Jacquelyn M. Reinert, Psy.D., LMHC prior to beginning treatment.

**Supervision:** In accordance with best practices, I may participate in peer or individual clinical supervision, collaboration and/or consultation. During this time, I may discuss information related to your child's treatment, only with other licensed mental health professionals, who are also bound by your and/or your child's legal right to confidentiality. No specific identifying information is shared and efforts to change details to maintain confidentiality will be used (i.e., male instead of female).

In all other circumstances, client information will only be shared upon express written consent of the patient or parent. If you have any questions, please discuss them with your clinician.

**Minors:** Generally, the treatment of a minor child (under the age of 18) must be authorized by a parent or someone else with legal authority. Parental control over a minor's treatment includes the authority to access or release the child's otherwise confidential treatment records. This includes parents without residential responsibility for a child, as they retain decision-making authority over the child's treatment and treatment records unless a court has ordered otherwise.

When parents with decision-making authority cannot agree on access to or release of their child's confidential treatment information, a court will decide following a hearing.

I believe it is best to identify and resolve potential parental agreements before treatment begins. Therefore, when working with children and adolescents, it is our policy to treat minors only with the consent of both parents, to the extent that both are available. If both are available but cannot reach agreement about treatment and access to records, it is the responsibility of the parents to resolve their differences through a court hearing prior to instituting treatment.

If one parent is unavailable and I determine that it is appropriate to proceed with the consent of only one parent, the absent parent will have a right to the child's treatment records upon request while the child is a minor unless there is a court order to the contrary. If continuation of treatment becomes an issue, it is the responsibility of the parents to resolve the disagreement in court.

*For NH Clients:* In New Hampshire, all information regarding your child's therapy file is considered privileged and therefore can only be released in limited circumstances. If there is a dispute about whether your child's privileged records should be released, the court must determine what is in the child's best interests.

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It is your responsibility to ensure that this issue is brought to the court's attention. As your child's therapist, your Life. Lived, LLC clinician will be unable to provide therapy files or information to anyone until the court has determined what is in the child's best interest.

Upon turning 18, the child gains control over treatment, information, and records.

All records are maintained for seven (7) years following the last date of service. For minors, records are maintained for seven years (7) after turning 18 years of age.

**Social Media:** Some clients wish to invite therapists or former therapists to be friends on Facebook, Instagram, MySpace, Twitter, etc. Unfortunately, I am unable to accept requests of this kind as I believe your privacy is better protected if they are not part of your online social network. It assists in keeping your life private and separate from therapy, so that the focus remains on you and the reason(s) you wish to attend treatment. Please feel free to discuss any questions/concerns about this policy me in session.