

The Center for Counseling and Psychological Health at the University of Massachusetts Amherst offers short-term individual, couples, family and group therapy; behavioral medicine; and psychopharmacological services. **Important information about our practice is below; please read and sign to acknowledge your understanding.**

Confidentiality: Confidentiality is both a medical and legal issue and is strictly maintained. Please refer to our Statement of Confidentiality for complete policies and exceptions.

Emergencies: Mental health emergency on-call services are available every day, 24 hours a day. Monday – Friday, 8:30 a.m. – 5 p.m., call (413) 545-2337 or come to Middlesex House, 111 County Circle. In a life-threatening emergency, dial 911.

Cancellations: If you are unable to keep a scheduled appointment, please give as much notice as possible so that we may offer the time to another client. To cancel and reschedule appointments, call (413) 545-2337, Monday – Friday, 8:30 a.m. – 5 p.m.

Missed appointments: If you do not call to cancel an appointment, you will be charged a \$15 no-show fee.

Rescheduling: If you call us to reschedule, please provide times you are available, then call us back as soon as possible for your new appointment time.

E-mail: E-mail messages are not secure. To maintain confidentiality, please do not use e-mail for communications relating to your treatment. If you have questions or concerns, call our office, (413) 545-2337, Monday – Friday, 8:30 a.m. – 5 p.m.

Insurance and billing: UMass Amherst's Student Health Fee covers four psychotherapy visits per academic year, based on clinical need. If you and your therapist decide to continue beyond these prepaid visits, your primary insurance will be billed; psychotherapy visits not paid by your primary insurance will be covered by the Student Health Fee. Contact your insurance carrier with any questions about your plan or benefits. Psychiatric medication visits will first be billed to your primary insurance; medication visits not paid by your primary insurance will be covered by the Student Health Fee, with the exception of plan deductibles, which will be billed to you.

Referrals: In some instances, more extensive therapy may be needed. If long-term therapy is indicated, your therapist will discuss other resources with you. The Student Health Benefit Plan (SHBP) includes benefits for outside therapy. Other insurance plans may offer similar coverage; contact your carrier for information.

Weather-related closings: When the university is closed or delayed due to weather or other emergency, all routine mental health appointments will be rescheduled. On call service remains available (see "Emergencies" section above).

More information: Visit our website, www.umass.edu/counseling, to learn more about The Center for Counseling and Psychological Health, and for links to mental health resources.

I have read and understand the above information.

Signature

Date

Name (print)