

Battle, Rest, and Recover - Counseling & Psychotherapy Services PLLC

Business Mail: 7901 4th St N #8424, St. Petersburg, FL, 33702-4305

Ivan Vega-Pacheco, MA, LMHC (FL), LPC (PA)

Outpatient Psychotherapist (Remote/Telehealth)

Email: ivegapacheco.counseling@gmail.com

Referrals: (850) 328-5635 | Fax: (717) 259-3805

PRACTICE POLICIES

Simple Practice, Headway, and Telemynd/Charm (What are the differences?)

Depending on your payment source (i.e., self-pay or healthcare insurance), you will fall under one of the three categories.

- **Self-Pay:** You will be enrolled in Simple Practice, an electronic health record system capable of processing payments, safekeeping sensitive documentation, and facilitating videoconference telehealth appointments.
- **Headway:** Consistent with our independent contractor relationship, Headway stands out as a third-party billing service that files healthcare insurance claims on behalf of the private practice. Clients who process their insurance claims through Headway will also be enrolled in the Simple Practice portal.
- **Telemynd/Charm:** Separate from Headway and Simple Practice, the private practice manages all the administrative and clinical functions for Telemynd clients on the Charm electronic medical record system.

Insurance Accepted:

Aetna (Headway [FL/PA] | Telemynd [FL/PA])
Anthem EAP - Bank of America (Headway [FL])
BCBS of Massachusetts (Headway [PA])
BlueCross and BlueShield (Headway [FL/PA] | Telemynd [FL/PA])
Capital Blue Cross Pennsylvania (Headway [PA])
Carelon Behavioral Health (Headway [FL/PA])
Cigna (Headway [FL/PA])
Geisinger (Headway [PA – pending])
Independence Blue Cross (Headway [FL/PA])
Optum Serve (Telemynd [FL/PA])
Oscar (Headway [FL/PA])
Oxford (Headway [FL/PA])
Quest Behavioral Health (Headway [FL/PA])
TRICARE East (Telemynd [FL/PA])
United Healthcare (Headway [FL/PA] | Telemynd [FL/PA])

Appointments and Cancellations

Appointments are scheduled in advance, at a cadence we agree on, based on your goals, treatment needs, and our mutual availability.

Self-pay and Headway clients, you may cancel appointments in advance without charge, as long as I receive notice 24 hours in advance. For no-shows or same-day cancellations (exception: emergency), you may be charged a \$40 fee. If you are late and I have a scheduled appointment ahead of you, you may automatically lose some of your session time. Telemynd clients, please refer to the Telemynd policies for cancellation fees to determine if they apply to you.

Availability and After-Hours Emergencies

I check voicemail messages during normal business hours. Messages left outside of normal hours of operation will be picked up the next business day.

Hours of Operation:

Mon: 2pm - 7pm (CT) | 3pm - 8pm (ET)
Tue: 11am - 7pm (CT) | 12pm - 8pm (ET)
Wed: 8am - 1pm (CT) | 9am - 2pm (ET)

Thu: 11am - 7pm (CT) | 12pm - 8pm (ET)
Fri: 8am - 1pm (CT) | 9am - 2pm (ET)
Sat: 10am- 1pm (CT) | 11am - 2pm (ET)

If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911 or go to the nearest emergency department.

National Crisis Intervention Hotlines:

Suicide Prevention Lifeline: 988
Veterans Crisis Line: Dial 988, Then Press 1
Domestic Violence: 1-800-799-7233
Sexual Assault: 1-800-656-4673
Human Trafficking: 1-888-373-7888
The Trevor Project (LGBTQ+): 1-866-488-7386

Contacting Me

I agree to receive text communication from you through (717) 204-8601, which is a HIPAA-compliant mobile number. Text messaging will be purposed for appointment reminders (including cancellations and rescheduling promptings), to reach you if regular phone call attempts are futile or ineffective, and to provide digital mental health resources in lieu of an email. Your text messages will not be shared with any third party. If you want to opt out of texting, please inform me at your earliest convenience.

Please be advised that I may not be immediately available by telephone. I do not answer my phone when I am with clients or otherwise unavailable. At these times, you may leave a message on my confidential voicemail, and I will return your call once I get the opportunity, but it may take a day or two for non-urgent matters. I will make every attempt to inform you in advance of planned absences. If I need to cancel an appointment at the last minute, I will reach out as soon as possible and reschedule.

Social Media and Telecommunication

Due to the importance of your confidentiality and the value of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (LinkedIn, etc.). Adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Discharge Process

Ending the therapeutic alliance can be difficult; therefore, it is important to plan out the termination process. Once your primary treatment goals are completed, or if you are satisfied with your progress, we can discuss if there are any other objectives that you would like to tackle. If psychotherapy is not effective and you prefer to transition to another clinician for continuity of care and need assistance finding treatment providers in your community, I can assist.

For legal and ethical reasons, I will consider an administrative discharge if the following criteria are met:

1. You are unwilling to pay for treatment services.
2. You have accrued three consecutive, inexcusable absences.
3. You have been inactive for 30 days or more (exception: you are already scheduled, or we have arranged to meet on a monthly basis).

Under these circumstances, I will still make every reasonable effort to get in touch with you and offer accommodations (or suggestions) before ending our therapeutic relationship. I can also extend the discharge process length, if necessary, based on your treatment needs and personal situation.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS/TERMS CONTAINED IN THIS DOCUMENT.