



Welcome to Creative Bridges, LLC!

Please read the below policies and procedures so that you may be better informed regarding company policies and procedures. All correspondence, billing and communication follows HIPPA compliant procedures.

Payments: Payments (co-payments or private pay) are expected at the time of each session by either check, cash or credit. **Note: Most insurances are no longer waiving co-payments due to COVID.** Please make all checks payable to: **Creative Bridges, LLC or to Stephanie Musial.** Payment by credit is accepted by the HIPPA Compliant app, Ivy Pay. Monthly statements can be sent upon request.

Insurance Billing: All insurance billing is sent through our billing agency:
HOSA (Healthcare Office Support Associates)
95 Parker Street
Newburyport, MA 01950
Hosa_claims@msn.com
978-225-2250

Cancellations: All appointments must be cancelled within a minimum of 24 hours' notice. Exceptions will be made for emergencies and/or sudden illness.

Confidentiality: All communications between client and therapist are considered confidential except where legal demands take precedence. Parents/guardians will be informed of their child's progress and the scheduling of periodic consultation appointments with the therapist is highly recommended. The frequency of these meetings is dependent on need and individual goals. Contact with collateral providers may be deemed necessary for some clients. All clients will be asked to sign a release form in advance of any contact with any other providers. Therapists within the practice may consult with other clinical colleagues periodically for the purpose of consultation and supervision. All identifying information will remain confidential.

Phone Consultation's: Consultation via phone/video with clients and family members is sometimes necessary, based on need and necessity. Out of session phone consults/video conferences will be billed through insurance, if possible.

Emergencies: If you should have an emergency, please call 911 or go to your nearest emergency room. If you should need crisis support, for a non-emergency, please call Stephanie at, 978-290-0042.

Email/Text: Communication via email is limited to scheduling, updates, and support related communications. Email and text messaging is not used as a replacement for therapy sessions or consultations.

Art work: All visual/writing created during sessions is the property of the client. Client work will be kept in a safe place in the office unless otherwise agreed upon. Artwork may be scanned and stored electronically for documentation purposes.

Client/Parent/Guardian

Today's date

