

Journey Counseling of Coeur d' Alene
Notice of Privacy Practices and Client Bill of Rights

This notice describes how health-related information about you may be used and disclosed under the Federal HIPPA Act. It also describes your "Bill of Rights" as a client.

Effective Date: January 1, 2005

Updated: Dec 29, 2022

Our obligations and commitment to you:

Journey Counseling of Couer d' Alene (CDA) takes the privacy of you/your child's health information seriously. The information we collect about you and your mental and physical health issues is considered "private", and is protected by state and federal laws. This information is referred to as "Protected Health Information" or "PHI" and is information in your record that could identify you such as your name, address or date of birth. We not only follow all state and federal laws protecting your PHI, we also attempt to limit any disclosure of information about you to the minimum necessary to do our jobs. We further expect all of our employees, consultants, volunteers and business partners to respect your privacy and abide by the same laws. Journey Counseling of CDA creates a record of your care in order to supply you with quality care and to document our services for legal and billing purposes. This notice informs you of the ways that we may use and disclose this information and to who, and also what rights you have about your PHI.

How we may use and disclose health information:

Described as follows are ways we may use and disclose health information that identifies you, with your consent.

- For treatment- We may need to consult with a doctor or medical specialist you are seeing to provide the most effective treatment.
- For payment-We may provide information to your health insurance company so we can be reimbursed for our services. Examples of this would be determining eligibility or coverage or providing a written report of your progress.
- For health care operations-We may use information on your record for normal health care operations. For example one of our staff will enter your information into our computer system.
- To contact you-Unless otherwise specified by you, we may use the information you provide us to contact you by telephone or voice-mail in order to return a message or relay information to you.

Described as follows are special situations in which your Personal Health Information may be used or disclosed without your consent or authorization:

- As required by law: We will disclose information when required to do so by federal, state or local law. For example, we are obligated by law to report suspected abuse of a child or vulnerable adult.
- To avert a Serious Threat to Health of Public Safety: We may use and disclose Health Information when necessary to prevent a serious threat to your health and safety or to the health and safety of the public or another person. However, disclosures in these areas will only be made to someone who may be able to prevent the action and only will involve a discussion about issues relevant to the threat.
- Lawsuits and Other Disputes: If you are involved in a lawsuit or a dispute, we may disclose Health Information in response to a court order if signed by a judge.
- Any other disclosures of Health Information in response to subpoena.

Contact info for Idaho Division of Occupational and Professional Licenses:

11341 W Chinden Blvd Building 4, Boise, ID 83714

<https://dopl.idaho.gov/>

208-334-3233

dopl@dopl.idaho.gov

Contact info for WA Dept of Health

111 Israel Rd SE, Tumwater, WA 98501

<https://doh.wa.gov/about-us/contact-us>

360-236-4700

ACOFax@doh.wa.gov

Contact info for OR Board of Licensed Professional Counselors and Therapists (OBLPCT)

3218 Pringle Rd. SE, Suite 120, Salem, OR 97302

<https://www.oregon.gov/oblpcct/pages/contact.aspx>

503-378-5499

lpct.board@mhra.oregon.gov

Notes:

1. As therapists we are required to earn at least 40 hours every 2 years of Continuing Education Credits in the field and must include ethics, cultural competency, and suicide risk and assessment.
2. We each have earned a Masters Degree in Counseling from Seattle School of Theology and Psychology.

Client Bill of Rights

Benefits:

Individuals have the right to be provided information from the purchasing entity (such as employer or union or public purchaser) and the insurance/third party payer describing the nature and extent of the mental health and substance abuse treatment benefits. This information should include details on procedures to obtain access to services, on utilization management procedures, and on appeal rights. The information should be presented clearly in writing with language that the individual can understand.

Professional Expertise:

Individuals have the right to receive full information from the potential treating professional about that professional's knowledge, skills, preparation, experience, and credentials. Individuals have the right to be informed about the options available for treatment interventions and the effectiveness of the recommended treatment.

Contractual Limitations:

Individuals have the right to be informed by the treating professional of any arrangements, restrictions, and/or covenants established between third party payers and the treating professional that could interfere

with or influence treatment recommendations. Individuals have the right to be informed of the nature of information that may be disclosed for the purposes of paying benefits.

Appeals and Grievances:

Individuals have the right to receive information about the methods they can use to submit complaints or grievances regarding provision of care by the treating professional to that profession's regulatory board and to the professional association.

Confidentiality:

Individuals have the right to be guaranteed the protection of the confidentiality of their relationship with their mental health and substance abuse professional, except when laws or ethics dictate otherwise. Any disclosure to another party will be time limited and made with the full written, informed consent of the individuals. Individuals shall not be required to disclose confidential, privileged or other entities receiving information for the purposes of benefits determination, public agencies receiving information for health care planning, or any other organization with legitimate right to information will maintain clinical information in confidence with the same rigor and be subject to the same penalties for violation as is the direct provider of care. Information technology will be used for transmission, storage, or data management only with methodologies that remove individual identifying information and assure the protection of the individual's privacy. Information should not be transferred, sold or otherwise utilized.

Choice:

Individuals have the right to choose any duly licensed/ certified professional for mental health and substance abuse services. Individuals have the right to receive full information regarding the education and training of professionals, treatment options (including risks and benefits), and cost implications to make an informed choice regarding the selection of care deemed appropriate by individual and professional.

Determination of Treatment:

Recommendations regarding mental health and substance abuse treatment shall be made only by a duly licensed/ certified professional in conjunction with the individual and his or her family as appropriate. Treatment decisions should not be made by third party payers. The individual has the right to make final decisions regarding treatment.

Parity:

Individuals have the right to receive benefits for mental health and substance abuse treatment on the same basis as they do for any other illnesses, with the same provisions, co-payments, lifetime benefits, and catastrophic coverage in both insurance and self-funded/self-insured health plans.

Discrimination:

Individuals who use mental health and substance abuse benefits shall not be penalized when seeking other health insurance or disability, life or any other insurance benefit.

Benefit Usage:

The individual is entitled to the entire scope of the benefits within the benefit plan that will address his or her clinical needs.

Benefit Design:

Whenever both federal and state law and/or regulations are applicable, the professional and all payers shall use whichever affords the individual the greatest level of protection and access.

Treatment Review:

To assure that treatment review processes are fair and valid, individuals have the right to be guaranteed that any review of their mental health and substance abuse treatment shall involve a professional having the training, credentials and licensure required to provide the treatment in the jurisdiction in which it will be provided. The reviewer should have not financial interest in the decision and is subject to the section on confidentiality.

Accountability:

Treating professionals may be held accountable and liable to individuals for any injury caused by gross incompetence or negligence on the part of the professional. The treating professional has the obligation to advocate for and document necessity of care and to advise the individual of options if payment authorization is denied. Payers and other third parties may be held accountable and liable to individuals for any injury caused by gross incompetence or negligence or by their clinically unjustified decisions.

Participating Groups:

American Association for Marriage and Family Therapy American Counseling Association

American Family Therapy Academy

American Nurses Association

American Psychiatric Association

American Psychiatric Nurses Association

National Association of Social Workers

National Federation of Societies for Clinical Social Work

Supporting Groups

National Mental Health Association

American Group Psychotherapy Association

National Depressive and Manic Depressive Association

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