



Dear Client:

Welcome! We are thankful for you choosing the MindWell Center with your care. Our commitment to you is exceptional customer support throughout your time with us. As a new client, we wanted to review with you some important items prior to your first appointment:

1. We are a 100% paperless office. Thus, all records, policies, and forms will be sent to your email on file via our HIPAA secure portal. Please promptly review and sign any form we send to your attention.

IMPORTANT! PLEASE READ

2. As discussed during the phone screen, prior to your first session with your therapist, we strongly recommend that you contact your insurance company (via the phone number of the back of your insurance card or the insurance company's online portal) to verify what your co-pay or co-insurance and deductible for outpatient mental health services are. The insurance representative you speak with should be able to tell you how much of your session is covered and if you are responsible for any payments to meet your deductible for mental health services.

3. MindWell is in-network with Aetna. This means that our team will bill your insurance provider on your behalf. **After you begin treatment, you do not need to take any action.** If you have not met deductible requirements required by your plan, you will be billed for these charges by MindWell; you are responsible for payment for any sessions before meeting your deductible as specified by your plan.

4. If you have elected to engage in psychotherapy virtually, the link will be sent to your email after your initial phone screen and re-sent to your email 24 hours in advance of each appointment. The link will connect you with our HIPAA secure portal where you can securely access your video appointments with your therapist.

5. If you have elected to engage in psychotherapy at our clinic, upon arrival to the clinic, please check in on the kiosk in the hallway, and then proceed to the waiting room, and your therapist will come to meet you in the waiting room. Our support staff are also available should you have any questions. If you need directions to our office, they can be found at www.mindwellcenter.com/directions (<http://www.mindwellcenter.com/directions>). Please arrive 15 minutes early for your first in-person appointment.

We are so thankful for you entrusting the MindWell Center with your care. Should you have any questions throughout the duration of your treatment, please contact us via phone or portal.

We look forward to working with you!

MindWell Center, LLP

www.mindwellcenter.com