

## Client Information

Welcome to IUPUI Counseling and Psychological Services (CAPS), a provider of mental health services for IUPUI students. The following information is to help familiarize you with the services offered at this facility. If you have further questions about the counseling process or other concerns, please be sure to ask your intake counselor or the counselor to whom you are assigned.

**Office Hours:** Monday - Friday 9:00AM-4:00PM; Tuesday, Wednesday, Thursday evenings (by appointment only); No Weekend Hours

- CAPS is funded by student fees and university allocated funds. Therefore, services are limited to individuals actively engaged in a plan of study.
- CAPS operates in a strictly confidential manner. We do not divulge the identity of our clients nor do we share information about our clients, unless required to do so by law in instances of: 1) threat of bodily harm to self or others; 2) cases of suspected child or elder abuse; 3) court-ordered subpoena; and, 4) federal investigations under the Patriot Act. Additional information regarding the conditions of such disclosure will be clarified as requested and permitted by law.
- The counseling records at this facility are not available to other divisions or departments within IUPUI. If you, as a client of this facility, wish to have any information shared with or requested from another office, person or facility, we require you sign a written release authorizing such a transaction.
- CAPS offers counseling services in group, individual, relationship, and workshop-seminar formats. You, your intake counselor and your counselor's supervisor will jointly determine the format best suited for your particular concern.
- An assessment fee of \$15 is charged for the initial intake session for counseling services.
- CAPS' staff often implement a short-term counseling model and we offer 6 free individual counseling sessions following intake to IUPUI students. Group and psychoeducational seminars are provided at no additional charge.
- Fees for additional individual sessions and relationship counseling can be found on the back of this page.
- Appointment frequency (weekly, bi-weekly, etc.) will be determined by you and your counselor. Session frequency typically transitions from weekly to bi-weekly at or before session 6; tapering to monthly sessions is common as the counseling process nears completion.
- CAPS provides assessment for learning disorders, ADHD, or autism spectrum concerns. An initial Evaluation session is required at a cost of \$30 and fees for testing services range from \$300 - \$600.
- If you find you must cancel an appointment, 24-hour notice is required. If two (2) appointments are missed without appropriate notice, you must call for an appointment on the same day you wish to be seen by your counselor. Such a practice will continue until changed by your counselor.
- CAPS provides training and supervision for graduate students studying various mental health disciplines, and your counselor may be one of these students. Student counselors are supervised by licensed CAPS' senior staff members and your counselor will provide the name of their supervisor upon initiation of the counseling relationship. Senior Clinical Staff members are listed on the back of this page.
- As a CAPS' client, you may be asked to allow audio/video recording of your counseling session for training or educational purposes. These activities are voluntary and your refusal will not impact your eligibility for treatment. However, it may result in an increased wait time due to limited availability of senior staff.

- As a part of the treatment process, you will be asked to complete short questionnaires to help your counselor identify your needs and assess your progress. Information collected in the normal course of treatment may be used for administrative and research purposes. CAPS may also obtain additional information related to your academic progress from university records for administrative and research purposes. All information used in this manner will be de-identified and presented in aggregate format only; no individual identifying information will be utilized.
- If you are concerned about the use of your information, you may make a written request for this use to be restricted. Although we will try to respect your wishes, we are not required to agree to these limitations and may decline to provide you services if we believe your request would interfere with appropriate care.
- CAPS is not operated as a crisis or emergency facility and does not provide 24-hour access. While we are available for consultation during business hours, we recommend the following resources for crisis situations:

**\*Crisis and Suicide Phone Line - 251-7575 \* Aspire - (800) 560-4038 \* National Suicide Prevention Lifeline - (800) 273-8255\***

## **IUPUI CAPS Limitations to Treatment**

Situations in which IUPUI Counseling and Psychological Services (CAPS) may refer to other providers or refuse treatment include:

- 1) Ongoing treatment for a student who chronically presents an imminent danger to self or others (e.g., a student who is determined to kill themselves, and has a feasible plan to do so; or a student who is experiencing hallucinations and is unable to care for themselves).
- 2) Court-ordered or forensically oriented treatment (e.g., mandated substance abuse treatment, treatment for criminal behavior such as rape or pedophilia, etc.).
- 3) Treatment for disorders of such severity that we cannot provide adequate care (e.g., treatment for an eating disorder that requires closely coordinated medical, nutritional, psychiatric, and psychological care).
- 4) Treatment for a student who needs more intensive or extensive treatment than can be provided at CAPS (e.g., multiple weekly appointments, uninterrupted long-term care, and/or frequent between session supports). Such situations may be reflected by persistent impairments or a sustained decline in functioning.
- 5) Treatment for a student who seeks counseling but nevertheless is fundamentally unwilling to address the disorder in question (e.g., students that rarely attend counseling sessions, refuse to attempt change, and/or refuse to consider curbing or receiving outside treatment for substance abuse that is interfering with counseling progress).
- 6) Treatment for a student whose behavior creates a hostile working environment at Counseling and Psychological Services, affecting staff and/or other students (e.g., a student who is verbally abusive towards and/or threatens staff).
- 7) Treatment that falls beyond staff areas of clinical expertise or outside the scope of services provided by this facility.
- 8) Other situations in which case the clinical staff member determines that treatment would be detrimental to the client or to the proper functioning of this facility.
- 9) Treatment to individuals no longer enrolled in a planned course of study at IUPUI.

## **Wait List and Referral Information**

CAPS makes every effort to accommodate student needs in a timely manner. However, during times of high demand, CAPS staff may have limited availability. In these situations, CAPS may enact waitlist procedures and/or recommend referrals to services at outside agencies.

During the intake assessment session, you will be informed if a waitlist is currently in place and various treatment options will be discussed. You will also receive an email within 7-10 days following intake to inform you if you have been placed on the wait list. If your concerns are such that waiting for services is not feasible or more immediate care is indicated, CAPS staff will assist you in finding appropriate services with community resources.

If you are assigned to the wait list, you will be contacted as soon as the next counselor becomes available. However, if you find this wait to be problematic, CAPS will provide a list of mental health service providers in the community for your convenient use. CAPS staff will also assist you in locating community providers as indicated.

Group counseling and workshops are generally available to individuals placed on a waitlist for individual counseling. These services may be recommended as the most appropriate form of treatment and the wait time is typically shorter than that for individual services. Please discuss these options with your Intake Counselor.

If you feel you are in need of immediate assistance (during CAPS office hours of 9am - 4pm), please contact us.

In cases where your immediate mental health needs occur before/after CAPS operating hours, please contact your primary care physician, the nearest emergency facility, or one of the following crisis resources:

- Crisis and Suicide Phone Line – (317) 251-7575
- Aspire - (800) 560-4038
- National Suicide Prevention Lifeline - (800) 273-8255

## Consent for Treatment

By providing the information requested in the following pages, you are requesting and consenting for IUPUI Counseling and Psychological Services (CAPS), a mental health provider, its agents and employees, to provide and perform the services, treatments, examinations and procedures considered advisable by said provider.

In addition, you are consenting and agreeing only to those services that CAPS' staff has advised and is qualified to provide within the scope of the provider's license, certification and training, or within the scope of those directly supervising the services you receive. CAPS may decline to provide services considered beyond the scope of practice at the facility. In these circumstances, referrals will be provided.

You are also acknowledging that you have read, understand, and consent to the conditions of treatment outlined on the prior pages, including: 1) confidentiality of records and limitations to that confidentiality, 2) training and supervision of counseling staff, and, 3) use of clinical information for administrative and research purposes.

Finally, you are agreeing to the following charges for CAPS services:

- An assessment fee of \$15.00 is due at the time of each Intake session.
  - Group counseling is available at no additional cost.
  - IUPUI students are eligible for 6 free individual counseling sessions during your time of enrollment at the University.
  - Additional individual sessions are available at the cost of \$10 per session.
  
- When available, Relationship counseling fees are \$30 per session.
  
- A fee of \$30 is due at the initial Evaluation interview for assessment/testing services.
  - Fees for testing services range from \$300 - \$600.
  - Costs will be clarified prior to test administration.
  
- Payment in full is expected at the time of service.

## Payment Options

Payment is expected at the time services are rendered. Payments may be made by cash, check, credit card, JagTag, or billed to your Student Account.

### Credit Card Billing

When using credit/debit cards at IUPUI CAPS, payments are processed through the Indiana University contract with *Vantiv*. These charges are processed electronically and transmitted over a telephone line in an encrypted data format approved by credit card companies. While various security measures are in place, the security of your transaction information cannot be guaranteed. The *IU Office of the Treasure* monitors these accounts and has access to billing records and credit card transactions. Credit card and bank statements will reflect a charge to "IUPUI-CAPS".

### JagTag

When using your JagTag to pay for charges at IUPUI CAPS, payments are processed through the JagTag Office at IUPUI. These charges are processed electronically and transmitted over a LAN line. While various security measures are in place, the security of your transaction information cannot be guaranteed. Employees of the JagTag Office monitor these accounts and have access to billing records and card transactions. You, as well as anyone you provide access to your account, will also be able to view individual transactions. JagTag statements will reflect a charge to "CAPS".

### Billing to Student Account

You may elect to have CAPS' charges billed to your Student (Bursar) Account. CAPS' charges to your Student (Bursar) Account will reflect payment to "IUPUI – Student Health Visit". These charges will be processed electronically through the secured Bursar External Upload (BEX) application that interfaces with the Indiana University Bursar system and Student Information System (SIS). Employees of the Office of Student Account Services will have access and process these charges and the IU Office of the Treasurer monitors and has access to billing records. Once billing information is transmitted, IUPUI CAPS is no longer able to assure confidentiality or privacy. All non-financial aspects of your services remain confidential, to the extent mandated by law.

In accordance with the Bursar schedule, IUPUI CAPS will process and post outstanding charges on a monthly basis. Charges will typically appear on your Student Account *the following month*. Payment is DUE to the Bursar on the *3<sup>rd</sup> Thursday of the month*. Any payment due by you to the University that is not received by the due date is subject to a monthly late payment charge of 1.5% of the past due balance, with a \$2.00 minimum. In addition, the University reserves the right to restrict services such as future registration, transcripts, diploma and other certifications until such time as your account is paid in full. Indiana University may refer your past due account for collection, report your delinquency to the credit bureau system and may authorize legal action against you for the collection of this debt. For more information, see <http://bursar.iupui.edu>

### Refunds

In the event a payment needs to be refunded, the refund must be given in the exact same manner the original payment was received (cash, check, credit card, JagTag, Bursar). It may take up to 2-4 weeks for a refund to be processed and received.

### Unpaid Balances

You will receive a monthly notification of any unpaid balances for counseling and testing services. These charges will be billed to your Student Account when 60 days past due. Charges for missed or unpaid medication management appointments will be billed to your Student Account if unpaid after 30 days.

### Consent

By consenting to these procedures, you are indicating your understanding that if you elect to charge fees to your credit/debit card, JagTag, or Student Account, this information will be subject to the disclosures described above. Once billing information is transmitted, confidentiality of this information can no longer be assured by CAPS. You also understand that extended past due balances will be charged to your Student Account. In addition, you acknowledge that refunds will be processed in the manner original payment was made. You further indicate understanding that non-financial aspects of your services at IUPUI CAPS remain confidential, to the extent mandated by law.