

**Matters of the Heart Counseling, LLC**

243 Old Shackle Island Rd, Hendersonville, TN 37075

214 North Main Street, Goodlettsville, TN 37072

170 W. Franklin Street, Gallatin, TN 37066

www.MattersoftheHeartCounseling.org

---

**THE NO SURPRISES ACT**  
**STANDARD NOTICE AND CONSENT DOCUMENTS**

(OMB Control Number: 0938-1401)

**SURPRISE BILLING PROTECTION FORM**

The purpose of this document is to let you know about your protections from unexpected medical bills. It also asks whether you would like to give up those protections and pay more for out-of-network care.

**IMPORTANT: You aren't required to sign this form and shouldn't sign it if you didn't have a choice of health care provider when you received care. You can choose to get care from a provider or facility in your health plan's network, which may cost you less.**

**If you'd like assistance with this document, ask your provider or a patient advocate. Take a picture and/or keep a copy of this form for your records.**

You're getting this notice because this provider or facility isn't in your health plan's network. This means the provider or facility doesn't have an agreement with your plan.

**Getting care from this provider or facility could cost you more.**

If your plan covers the item or service you're getting, federal law protects you from higher bills:

- When you get emergency care from out-of-network providers and facilities, or
- When an out-of-network provider treats you at an in-network hospital or ambulatory surgical center without your knowledge or consent.

Ask your health care provider or patient advocate if you need help knowing if these protections apply to you.

If you sign this form, you may pay more because:

- You are giving up your protections under the law.
- You may owe the full costs billed for items and services received.
- Your health plan might not count any of the amount you pay towards your deductible and out-of-pocket limit. Contact your health plan for more information.

You **shouldn't** sign this form if you **didn't** have a choice of providers when receiving care. For example, if a doctor was assigned to you with no opportunity to make a change.

Before deciding whether to sign this form, you can contact your health plan to find an in-network provider or facility. If there isn't one, your health plan might work out an agreement with this provider or facility, or another one.

See the next page for your cost estimate.

## Estimate of what you could pay

Patient name: \_\_\_\_\_

Out-of-network provider(s) or facility name: [Matters of the Heart Counseling, LLC.](#)

**Total cost estimate of what you may be asked to pay:** It is your ethical right to determine your goals for treatment and how long you would like to remain in therapy unless you are pursuing mandatory treatment. Please see the breakdown of possible fees on page four.

- ▶ **Review your detailed estimate.** See page four for a cost estimate for each item or service.
- ▶ **Call your health plan.** Your plan may have better information about how much of these services are reimbursable.
- ▶ **Questions about this notice and estimate?** Email Joanna Dixon, LMFT & Practice owner; Jinny Glasco, LCSW; Nicole Heckle, LMFT; or Mandy Middleton, LMFT (all Location Directors) and can be reached by email at ADMIN@MOTHcounseling.org
- ▶ **Questions about your rights?** Contact: Tennessee State Regulatory Board for Licensed Professional Counselors, Licensed Marriage & Family Therapists, Licensed Clinical Pastoral Counselors at [TN.health@tn.gov](mailto:TN.health@tn.gov) or on their website at <https://www.tn.gov/health/health-program-areas/health-professional-boards/pcmft-board.html>

## Prior authorization or other care management limitations

Except in an emergency, your health plan may require prior authorization (or other limitations) for certain items and services. This means you may need your plan's approval that it will cover an item or service before you get them. If prior authorization is required, ask your health plan about what information is necessary to get coverage.]

## More information about your rights and protections

Visit <https://www.cms.gov/files/document/model-disclosure-notice-patient-protections-against-surprise-billing-providers-facilities-health.pdf> for more information about your rights under federal law.



FEDERAL TAX ID: 86-3068705  
(Varies for each individual provider)

**More details about your estimate**

Patient name: \_\_\_\_\_

Out-of-network provider(s) or facility name: Matters of the Heart Counseling, LLC \_\_\_\_\_

The amount below is only an estimate; it isn't an offer or contract for services. This estimate shows the full estimated costs of the items or services listed. It doesn't include any information about what your health plan may cover. This means that **the final cost of services may be different than this estimate.**

**Contact your health plan to find out how much, if any, your plan will pay and how much you may have to pay.**

**GOOD FAITH ESTIMATE  
TABLE OF SERVICES AND FEES**

Client Name: \_\_\_\_\_

Date of Service (If Known)	Service code (CPT Code)	Description	Fee for Service (Number of Sessions Will Be Determined as Progress) *Cost differs for each provider*
	90791	Initial Diagnostic Evaluation (≥53 minutes)	\$60-200
	90832	Psychotherapy, 16-37 minutes (1/2 hour phone/in person session)	\$30-100
	90837	Psychotherapy ≥ 53 minutes (This fee is our practice standard <60 min> hourly rate & used for all prorated calculations)	\$60-200
	+99354	Psychotherapy 65-80 minutes (When treatment extends beyond the standard hour- to an hour and ½)	\$90-300
	90839	Psychotherapy for a Crisis (30-74 minutes) (outside of therapist normal office days/hours)	\$90-300
	+90840	Psychotherapy for a Crisis (add on code for each additional 30 mins)	\$30-100
	90853	Group Psychotherapy	\$20
	98966-98968	Telephone Assessment & Management	Prorated based on the amount of time spent at hourly rate
	98970-98972	Online Digital Evaluation & Mgt (Responding to Email & Text Messages)	Prorated based on the amount of time spent at hourly rate
	Cancellation Fee	Your Therapist Requires a 24-Hour Cancellation Fee	You are Responsible for the full Fee of the Appointment Missed
	Production of Records	\$20 first 5 pages, \$.50 each following page + shipping costs	< \$20
	Legal Documents	Creating court document, treatment summary and recommendations per hour	\$250
	Legal Fees	Each day presence required in court	\$500-1000
	Total Estimate:	This Good Faith Estimate explains your therapist's rate for each service provided. Your therapist will collaborate with you throughout your treatment to determine how many sessions and/or services you may need to receive the greatest benefit based on your diagnosis(es)/presenting clinical concerns.	

Please note that Place of Service (in office vs. telemental health) is not delineated above since the charges are identical.