

GJB Health Services
New Client Handbook



Change is hard.
You don't have to do it alone.
Let GJB Health Services help!

How to Use This Handbook

This handbook contains answers to many questions that may arise about therapy, policy, procedure and the GJB Health Services Team. Reading it before the second session is strongly recommended. The booklet may be saved to a computer or sections of it may be printed as desired.



Contact Information

Phone	(920) 560 – 4525
Address	711 North Lynndale Drive. Suite 1-A Appleton, Wisconsin 54914
Address # 2	404 North Main Street. Suite 801 Oshkosh, WI 54901
Email	gjbhealthservices@gmail.com Please Note: <i>This email address is not encrypted.</i> <i>Sensitive information should not be communicated here.</i>
Fax	(920) 560-6618
Websites	https://gjbhealthservices.com https://www.couplesworkshopswi.com

Hello and Welcome to GJB Health Services!

Office Hours

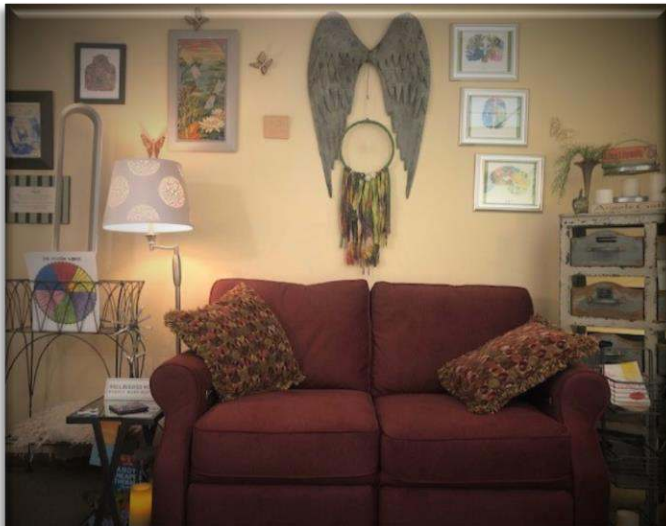
*9:00AM- 5:00PM Monday -Friday
and by Appointment*

We are so glad that you have chosen us to help meet your mental health needs and goals. We want you to be well informed about everything that affects you and your treatment here. Any additional questions not covered in this handbook can be answered by staff. Let us know if there is a concern or a question about anything at all.



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Rights and Responsibilities

Clients have the right to:

- Receive information about diagnosis, treatment, prognosis, and alternatives in understandable terms
- Expect that medical care and records will be treated confidentially
- Participate in a plan of care
- Gain information necessary to give informed consent before the start of any therapy or treatment
- Request and receive detailed information about the cost of care
- Collaborate and give feedback about the treatment plan, without it affecting care or the relationship with the provider

Clients have the responsibility to:

- Provide accurate and complete information about health history
- Report changes in medical condition
- Report insurance coverage changes
- Keep appointments
- If unable to keep an appointment, contact GJB Health Services **at least 24 business hours in advance** (please call on Friday for Monday appointments) so that the time may be opened for other clients
- Follow the plan of care recommended or take responsibility for the outcome if the plan is not followed
- Assure financial obligations are met promptly
- Pay co-insurance payment, co-payments and deductible payments* (out of pocket costs) at the time of service.

About GJB Health Services

GJB Health Services is an independent, private practice begun by Gloria Jean Bannasch in 2011. We serve the Fox Valley and surrounding areas and provide care for adults, adolescents and children, couples, families and groups.

GJB Health Services is co-owned by Gerald John Bannasch, MD and Gloria Jean Bannasch.

* In addition to copayments/coinsurance payments, we ask that new clients pay \$85.00 at their first session and \$65.00 at subsequent sessions until their deductible expense is met. Clients with Medicare, Medicaid, Badger Care and some private insurances are exempt.


Nature of Therapy at GJB Health Services

GJB Health Services accepts clients who struggle with a wide array of issues: depression, anxiety, addictions, relationship problems, trauma, grief and loss, life transitions, mood disorders and personality disorders. Formal interventions for addictions are also planned and conducted. Gottman Couples' Therapy, and couples' workshops are available.

The first session typically lasts an hour to an hour and a half for therapy clients; for Dr. Bannasch's new patients, a new session lasts 45 minutes. Subsequent sessions last 50-60 minutes for individual therapy and 15- 30 minutes for neurologic and psychiatric patients. Couples' sessions may last from 1-2 hours. "Marathon" sessions for out-of-town couples, professionals (or for couples who would like to do a few months' work in a few days) may last several days; after the first two hours, these sessions are generally not billable to insurance.

Check, cash, money order, and credit and health savings cards are acceptable forms of payment. For your convenience, we can arrange for credit cards to automatically be charged (to the card of your choice) on a "per session" basis. We also provide payment plans to help with larger, required out-of-pocket amounts or for private payment clients.

Insurance companies require that claims include a diagnosis. Diagnoses are discussed with clients prior to submission to insurance companies, upon request.



If you have a concern about the use of a particular diagnosis code, please discuss the issue with your provider during your first session.

Frequency of Sessions

Aside from unavoidable breaks (holidays, vacations, etc.), regular, weekly sessions are most helpful in reaching therapeutic goals. The frequency usually drops after the first couple of months, for most courses of treatment.

For Dr. Bannasch's patients, new clients can expect to come in every couple of weeks, then monthly; with frequency dropping to every 3-6 months after the first month or so.

Couples Therapy at GJB Health Services

Gloria Bannasch, Wisconsin's first Certified Gottman Therapist sees most of the couples who seek counseling at GJB. There is one other CGT in Milwaukee who became certified last year; however, Gloria is the only CGT in Wisconsin to provide The Art and Science of Love Workshop for Couples and The Art and Science of Love 2.

**CERTIFIED
GOTTMAN
THERAPIST**



Gloria is the only therapist in Wisconsin who is authorized to provide training for other professionals.

About the Gottman Method

The Gottman Method of working with couples is based on over 40 years of scientific research and extensive observation of couples; many of whom were followed for up to 20 years.

John Gottman, and his research partner, Robert Levenson, wanted to discover what made relationships happy and successful. Prediction, with over 90% accuracy, of which couples will stay together, which will separate and, of the couples who remain together, which will be happy, is now possible, thanks to John and Robert's research.

About Gottman Therapy

Session #1

In Gottman Therapy, the first session is devoted to gathering information about the course of the relationship.

Session #2

Each partner will meet with the therapist individually; once for 45 minutes. The purpose of this session is to get background information about each partner's family of origin and previous relationships. Complete honesty is encouraged; however, Gloria will not keep secrets divulged by partners in their individual sessions. If sensitive information needs to be shared with the other partner, Gloria will support the disclosure of the information to the other partner, during a couple's session.

Assessment

If we don't know where we are going, driving faster will not get us there more quickly. Assessment is a vital part of Gottman Therapy. Each partner will be asked to complete *The Gottman Relationship Checkup* (Ideally prior to session #3).

The Gottman Relationship Checkup is an online assessment which can be taken from any computer or smart phone. When both partners have completed the Gottman Relationship Checkup, Gloria will be notified. The cost to complete this assessment is \$150.00. It is not eligible for billing to insurance companies; each couple can expect to be billed for this assessment. Other couples, not intending to enter couple's therapy, can also take the Gottman Relationship Checkup, and have a results session, for \$295.00 with Gloria. Couples who have attended The Art and Science of Love Workshop for Couples with Gloria are eligible to purchase the Assessment/Results Session package for \$250.00.

Session #3

During the 3rd session, couples usually receive the results of the Relationship Checkup. Gloria will describe the areas of strength; areas of challenge and possible therapy goals will be discussed and agreed upon.





Length of Couple's Sessions

Couple sessions often run between an hour and a half and two hours; a frequency of once a week is optimal. When sessions occur more than 10 days to two weeks apart, continuity and momentum is impacted. Both partners are expected to register as “identified patients”; both need to complete the registration paperwork.

Costs of Couple's Therapy

The cost of the first couple's session is \$350.00; subsequent sessions are \$200.00 per hour. Co-insurance, co-payments and deductible payments are all due at the time of service; cash, check*, credit and health savings cards are acceptable forms of payment. Clients may also make payments online using the patient portal and website @ <https://gjbhealthservices.com>. You must set up the patient portal account with help from the front office in order to view the balance due.

**** There will be a \$50.00 charge for checks returned for insufficient funds.***

If Hospitalization is Necessary

GJB Health Services does not provide hospital-based treatment. If hospitalization is necessary, treatment can be provided by each client's psychiatrist or primary care physician. GJB Health Services routinely collaborates with treating medical staff, provided the client has signed the proper release forms, of course. Dr. Bannasch does not follow clients when they are hospitalized, however, he will consult with the treating physician, upon request.

Emergency and After Hour Needs

During office hours, if there is an urgent **non – medical** emergency, please call the office at 920-560-4525. Either staff, or the 24-hour answering service, will answer. Convey that it is an emergency and ask to be transferred to Gloria or Dr. Gerald Bannasch. If the call is not answered promptly, hang up and call the Crisis Intervention Center at 920-832-4646.

Clients or their loved ones who are thinking of self-harming should go immediately to the nearest emergency room. *If treatment is refused, call 911.*

If there is a **medical emergency at any time**, please call 911 or the primary care doctor. All primary care needs should be directed to your primary care provider.

Inactive Status

If 6 months or more pass without a session, clients are notified by mail that they are being placed on **inactive status**. If another session is subsequently scheduled, the status is converted back to active status.

Returning Messages

GJB Health Services makes every attempt to return calls within one business day. The answering service is available 24/7 and answers calls when staff cannot. The service forwards messages to the office. If the call is not returned within one business day, please call again; mistakes occur, and stuff happens.

Medication Refills

Medications are filled between 9:00AM and 5:00PM Monday through Friday. Please allow 48 business hours for the office to send your prescription to the pharmacy of your choice.

Confidentiality of Medical Records

- Medical records are filed electronically and are password protected.
- Client paper files, intake forms, and requested medical records from other providers, are always kept locked and supervised.
- All clients receive appropriate HIPAA forms.
- Authorization for release of information is obtained as necessary. Only staff has access to medical records.

Confidentiality Limits

Counselors are mandated reporters and have the responsibility to protect the public. Counselors must contact law enforcement or physicians in a potentially dangerous situation. They have the right to disclose client information if the:

- Client indicates an intent to self-harm or to harm a child, adolescent, elderly, or disabled person
- Client has a medical emergency during therapy sessions
- Client records are subpoenaed

Professional Disclosure Statement

This information is required to be posted by the Counselor, Social Worker, and Marriage and Family Therapist Board which regulates the practices of Professional Counseling, Social Work, and Marriage and Family Therapy in this state.

**Wisconsin Department of Regulation and Licensing
PO Box 8935
Madison, WI 53708-8935
(877) 617 – 1565
DRL@wisconsin.gov**



Fees Not Covered by Insurance

Issue	Charge
Failure to keep a scheduled appointment	\$150.00 **
Appointments cancelled on the date of service, or within less than 24 business hours, are considered a late cancellation	\$150.00 *
New clients missing their first appointment will be charged the regular fee. No additional appointments will be made until this fee is paid.	\$150.00
Phone calls to clients, families, loved ones, additional professionals, lasting between 30 – 44 minutes	\$100.00
Phone calls lasting between 45 – 60 minutes	\$150.00
Reports, consultations, testimony for legal cases (per hour). Transportation to and from court, for the provider, is also billed at this hourly rate.	\$250.00/\$500.00 Therapists/Doctor

* If unable to give 24 business hours' notice of cancellation, please notify us ASAP. Please, call us on Friday if you need to cancel an appointment for Monday. Messages can be left with the answering service at any time.

***If the same client has more than 2 “no shows” or late cancellations, GJB Health Services reserves the right to discontinue the therapeutic relationship. Medicaid and Badger Care clients may be discharged after One no show or late cancellation, since they cannot, by law, be billed for missed sessions.**

We File Insurance Claims

As a courtesy to our clients, insurance companies are billed for sessions; however, ultimately, the fee for services is the client's responsibility. GJB Health Services does verify eligibility, copayments, coinsurance payments, and deductible information. The accuracy of the information given is not a guarantee of payment. It is the client/patient's responsibility to verify coverage and to obtain prior authorization if their plans require prior authorization.

Price Information

Insurance companies for whom GJB Health Services is considered an "in-network provider" determine an "allowed amount", above which, payment cannot be collected. The only additional costs to clients are the Gottman Relationship Checkup, co-payments, co-insurance, deductibles, fees not covered by insurance (see page 15) and no show/cancellation fees.



The information that GJB Health Services obtains from insurance companies occasionally proves to be inaccurate. All providers state that the benefit information given is **NOT A GUARANTEE OF PAYMENT**. GJB Health Services is not responsible for inaccurate information obtained from insurance companies.

Insurance Billing Rates

GJB Provider Team, Licensed Therapist Fee Schedule

Initial Session	\$325.00
Subsequent 60-minute sessions	\$270.00
45-minute session	\$200.00
30-minute session	\$150.00
Couple sessions	\$250. Initial \$200.00 follow up

GJB Provider Team, LPC-ITs Fee Schedule- Most Insurances Do Not Reimburse LPC-ITs

Initial Session	\$80.00
Subsequent 60-minute sessions	\$60.00
Sessions with LPC-ITs	Are on a sliding scale

We are Paperless!

We have gone paperless and do not send out statements, unless we have a special request to do so, or a larger balance is due on an account. Out-of-pocket payments are due at the time of service and insurance claims are billed within 3 business days.

Clients and patients can check their balances by using our *Patient Portal*. The support team is always happy to help clients and patients get setup on the portal; call or ask for help the next time you're in. Payments can be made by calling the office and using a credit card, flex-spending or HSA account card. Payments can be made via our website at

<https://gjbhealthservices.com>

Meet the GJB Health Services Owners



Gloria Jean Bannasch

Founder, Co-owner
Team Leader
Of

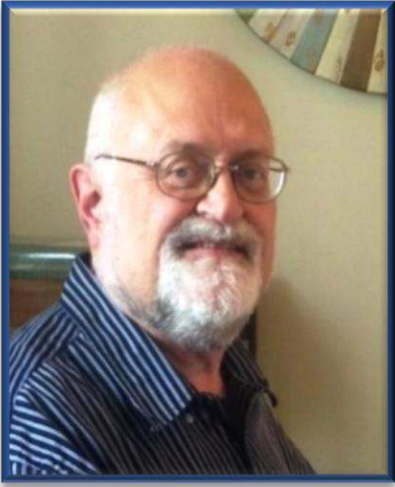
*GJB Health Services
& Couples Workshops WI*

- Master of Education
- Professional Counselor
- Nationally Certified Counselor
- Board Certified Executive Coach
- Board Certified Tele-Mental Health Provider
- Certified Gottman Therapist

“As Wisconsin’s first Certified Gottman Therapist, working with couples is my passion. I also present workshops designed by the Gottman Institute: The Art and Science of Love Workshop for Couples; The Seven Principles for Making Marriage Work and Bringing Baby Home. To sign up for my workshops in Appleton and in other locations, call our office or go to my couple’s website: <https://www.couplesworkshopswi.com>



Gerald J. Bannasch, MD, FACS



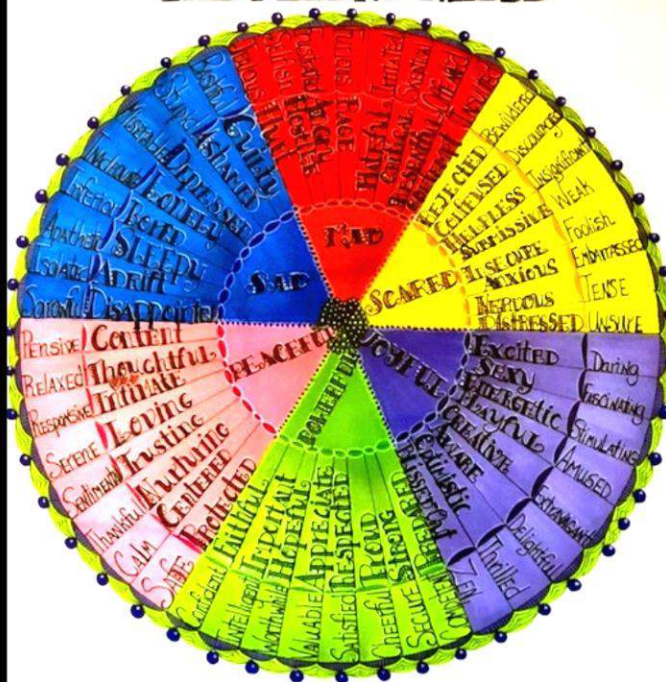
Dr. Bannasch provides both psychiatric and neurologic services to his patients. New patients can typically be seen by Dr. Bannasch in less than a month.

Dr. Bannasch is board certified in neurology, general psychiatry, vascular neurology, behavioral neurology, neuropsychiatry, and is a fellow in the American

“My philosophy for treating patients is evaluating for any medical problems which could be causing, or exacerbating, potential psychiatric issues. Time-limited medications may be prescribed along with psychotherapy and life-style changes to empower patients.”

Psychiatry & Neurology Private Pay Rates	
Initial Session 60 minutes	\$500.00
60 minutes	\$375.00
45 minutes	\$282.00
30 minutes	\$188.00
15 minutes	\$150.00

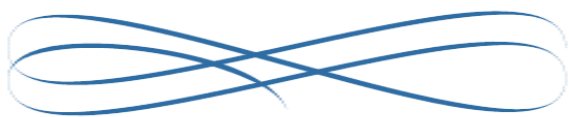
THE FEELING WHEEL

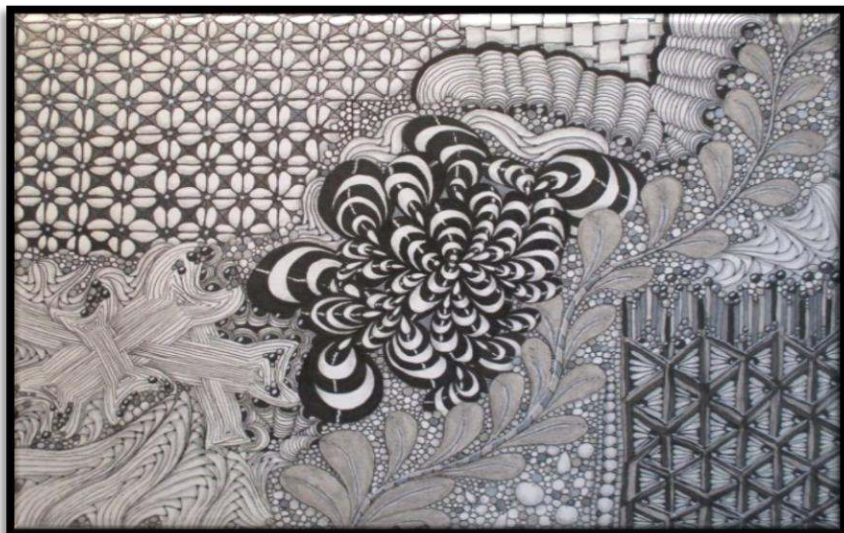




Hugs and Blessings!

The GJB Health Services Team







*Gloria Bannasch with
Doctor's Julie and John Gottman*

