Dawn M. Kugler, PhD

5373 North Union Blvd, Suite 101 Colorado Springs, CO 80918-2073 Phone (719) 268-0099 Fax (719) 268-0097 Email drdawn.kugler@peakviewpsychology.com

The reception area for Peak View Psychology, LLC is located at the following address:

Peak View Psychology, LLC 5373 N. Union Blvd, Ste 101 Colorado Springs, CO 80918-2073 719-268-0099

When you enter the building, the waiting area is in the hallway on the north end of the lobby. Please do not knock on the door. Have a seat on the couches. Dr. Kugler will come out to get you when she is ready.

CLIENT REGISTRATION FORM

PEAK VIEW PSYCHOLOGY, LLC

Welcome and thank you for choosing Peak View Psychology

DATE_____

re you a returning client?	If so, w	hat was your las	t name then? _			
LIENT'S LEGAL NAME	Fi	rst, Middle, Last		Maiden	Name	
IAILING ADDRESS						
	and Street		Apt #	City	State	e Zip Code
HONE Home ()	Work (()	Cell <u>(</u>)	EMAIL ADDRESS	
thers we may contact for scheduli	ing Name			Relationship_	Phone	e
MARITAL STATUS (circle one) N/A	– Child S	Single Married	Divorced Se	parated Widowe	ed	
EX M [_] F [_] OTHER IDENTITY _		BIRTHDATE		SOCIAL SECUR	RITY NUMBER	
EFERRED BY		PRIMARY PHYS	SICIAN		PHONE	FAX
LEASE LIST PAST THERAPY/TREAT	MENT/EV	ALUATIONS (Wh	o did you see a	and what were the	e approx. dates?)	
MPLOYER				occu	PATION	
MPLOYER ADDRESS					WORK PHONE	
POUSE'S NAME		SPOL	JSE'S BIRTHDA	TE	SPOUSE'S PHONE	
ADDITIONAL INFORMAT	TION – WH	EN CLIENT IS A I	MINOR	(ONLY PRO	VIDE INFORMATION NO	Γ GIVEN ABOVE)
EGAL GUARDIAN/S (If other than	parents)					
ERSON RESPONSIBLE FOR PAYME						
AME OF FATHER						
ATHER'S ADDRESS						
MPLOYER						
AME OF MOTHER						
OTHER'S ADDRESS						
MPLOYER		WORK PH	IONE		CCUPATION	
HILD'S SCHOOL						
THER PEOPLE LIVING IN THE HON			_			
AME	AGE	RELATIONSH	IP	NAME	AG	GE RELATIONSHII
			_			

PRIMARY INSURANCE

SECONDARY INSURANCE

Carrier	Carrier	
Policy Holder Relationship	Policy Holder	Relationship
Policy Holder's DOB and SSAN	_ Policy Holder's DOB and	SSAN
Policy Number Group Number	Policy Number	Group Number
PLEASE FILL IN COMPLETELY AS NOT ALL I	INFORMATION IS ALWAYS ON YOUR	INSURANCE CARD
Payment for your portion of charges is due at the time of service, at least 24 hours in advance, as you may otherwise be billed sfor r	_	
	owledge that you've been made aw	
If you have any questions about psychotherapy or our office policies and that you seek and agree to enter into promises have been made to you as to the results of any treatment understanding that Peak View Psychology may terminate services not benefitting from treatment.	ies, please ask before signing below mental health services under those on tor procedure provided by this pro	. Your signature indicates that you have conditions. You understand that no vider. Further, it indicates your
	CONSENTS	
1. Consent for Evaluation and Treatment:		
Consent is given for evaluation and treatment by Peak View Psychevaluation, consultation and/or treatment at any time and that the		
2. Assignment of Insurance Benefits/Payment Agreement:		
Peak View Psychology will file all insurance claims unless otherwistinsurance benefits of any type arising from any policy which insurprovider for credit toward bills. The client and/or responsible part payment is not made directly to the provider, payment in full is diprovider the assessed charges, in full, at the time of service unless credit card. Personal checks will not be accepted. Note to divorce parent makes arrangements with us. It is your responsibility to se	e the client or other liable person, th ty shall be financially responsible for ue from the client, or responsible pa s other arrangements have been aut d parents: Peak View Psychology wil	nose benefits are hereby assigned to the any charges not paid by insurance. If rty. The undersigned agrees to pay the horized. Payment may be made by cash or I no bill the other parent unless that
3. Release of Information for Medical Insurance Coverage to Insur	rance, Managed Care or EAP Compar	ny:
In order to process and determine benefits payable, I hereby auth specified by the Notice of Privacy Practices, to have insurance care treatment charges. A photocopy of this authorization shall be con effect and valid until this office receives a written revocation signs have furnished is true and correct.	rier or entitlement program, which r sidered as effective and valid as the	nay be obligated to pay all or part of original. This authorization shall remain in
4. Notice of Privacy Practices:		
acknowledge that I have received the Notice of Privacy Practices	from Peak View Psychology:	
Signature of Adult Client, or Minor Parent's Parent or Guardian	-	 Date
•••••		***************************************
FOR OFFICE USE ONLY: DX AND Therapist Initials		

Dawn M. Kugler, PhD

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Notice of Psychologist's Policies and Practices to Protect the Privacy of Your Health Information

THIS NOTICE DESCRIBES HOW PSYCHOLOGICAL AND MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

- 1. Uses and Disclosures for Treatment, Payment and Health Care Operations
 We may use or disclose your protected health information (PHI), for treatment, payment, and
 health care operations purposes with your consent. To help clarify these terms, here are some
 definitions:
 - "PHI" refers to information in your health record that could identify you.
 - "Treatment, Payment and Health Care Operations"
 - Treatment is when we provide, coordinate, or manage your health care and other services related to your health care. An example of treatment would be when we consult with another health care provider, such as your family physician or another psychotherapist.
 - Payment is when we obtain reimbursement for your health care. Examples f
 payment are when we disclose your PHI to your health insurer to obtain
 reimbursement for your health care or to determine eligibility or coverage.
 - Health Care Operations are activities that related to the performance and operation of our practice. Examples of health care operations are quality assessment and improvement activities, business-related matters such as audits and administrative services, and case management and care coordination.

2. Uses and Disclosures Requiring Authorization

We may use of disclose PHI for purposes outside of treatment, payment or health care operations when your appropriate authorization is obtained. An "authorization" is written permission above and beyond the general consent that permits only specific disclosures. In those instances where we are sked for information for purposes outside of treatment, payment or health care operations, we will obtain an authorization from you before releasing this information. We will also need to obtain an authorization before releasing your Psychotherapy Treatment Notes. "Psychotherapy Treatment Notes" are notes we have made about our conversation during a private, group, joint, or family counseling session, which we have kept separate from the rest of your medical record. These notes are given a greater degree of protection than PHI.

You may revoke all such authorizations (of PHI or Psychotherapy Treatment Notes) at any time, provided each revocation is in writing. You may not revoke an authorization to the extent that, (1) we have relied on that authorization; or (2) if the authorization was obtained as a condition of obtaining insurance coverage, law provides the insurer the right to contest the claim under the policy.

3. Uses and Disclosures with Neither Consent nor Authorization

We may use or disclose PHI without your consent or authorization in the following circumstances: (see Colorado statutes: Section 12-43-218 CRS., in particular)

- Child Abuse If we have reasonable cause to know or suspect that a child has been subjected to abuse or neglect, we must immediately report this to the appropriate authorities.
- Adult and Domestic Abuse If we have reasonable cause to believe that an at-risk adult
 has been mistreated, self-neglected, or financially exploited and is at imminent risk of
 mistreatment, self-neglect, or financial exploitation, then we must report this belief to
 the appropriate authorities.
- **Health Oversight Activities** If the Colorado State Board of Psychologist Examiners or an authorized professional review committee is reviewing our services, we may disclose PHI to that board or committee.
- Judicial and Administrative Proceedings If you are involved in a court proceeding and a request is made for information about your diagnosis and treatment of the records thereof, such information is privileged under state law, and we will not release information without your written authorization or a court order. The privilege does not apply when you are being evaluated for a third party which has contracted for an evaluation of you, or where the evaluation is court ordered. You will be informed in advance if this is the case.
- Serious Threat to Health or Safety If you communicate to us a serious threat of imminent physical violence against a specific person or persons, we have a duty to notify any person or persons specifically threatened, as well as a duty to notify an appropriate law enforcement agency or by taking other appropriate action. If we believe that you are at imminent risk of inflicting serious harm on yourself, we may disclose information necessary to protect you,. In either case, we may disclose information in order to initiate hospitalization.
- Worker's Compensation We may disclose PHI as authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs, established by law, that provided benefits for work-related injuries or illness without regard to fault.

4. Patient's Rights and Psychologist's Duties Patient's Rights:

- Right to Request Restrictions You have the right to request restrictions on certain uses and disclosures of protected health information regarding you. However, we are not required to agree to a restriction you request.
- Right to Receive Confidential Communications by Alternative Means and at Alternative Locations - you have the right to request and receive confidential communications of PHE by alternative means and at alternative locations. (For example, you may not want a family member to know that you are seeing us. On your request, we will send your bills to another address.)
- Right to Inspect and Copy You have the right to inspect or obtain a copy (or both) of PHI in our mental health and billing records used to make decisions about your for as long as the PHI is maintained in the record. We may deny your access to PHI under certain circumstance, but in some cases you may have this decision reviews. On your request, we will discuss with you the details of the request and denial process.

4. Patient's Rights and Psychologist's Duties

Patient's Rights: (continued)

- Right to Amend You have the right to request an amendment of PHI for as long as the PHI is maintained in the record. We may deny your request. On your request, we will discuss with you the details of the amendment process.
- Right to an Accounting You generally have the right to receive an accounting of disclosures of PHI. On your request, we will discuss with you the details of the accounting process.
- Right to a Paper Copy You have the right to obtain a paper copy of this notice from us upon request, even if you have agreed to receive the notice electronically.

Psychologist's Duties:

- We are required by law to maintain the privacy of PHI and to provide you with a notice of our legal duties and privacy practices with respect to PHI.
- We reserve the right to change the privacy policies and practices described in this notice. Unless we notify you of such changes, however, we are required to abide by the terms currently in effect.
- If we revise our policies and procedures, we will provide you with a written copy in person, if possible, otherwise a copy will be mailed to you.

5. Complaints

If you are concerned that we have violated your privacy rights, or you disagree with a decision we made about access to your records, you may contact:

Department of Regulatory Agencies, Mental Health Section 1560 Broadway, Suite #1350 Denver, CO 80202 (303) 894-7800 https://www.doradls.state.co.us/alison.php

You may also send a written complain to the Secretary of the U. S. Department of Health and Human Services. The department listed above can provide you with the appropriate address upon request.

Client Signature	Date		

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Mandatory Disclosure Statement

Therapist Information:

- Dawn M. Kugler, PhD
- Doctor of Philosophy from the University of North Dakota
- Colorado Licensed Psychologist #3482

Clients Rights and Important Information:

- You are entitled to receive information about my methods of therapy, the techniques I use, the duration of your therapy (if it can be determined), and my fee structure.
- Treatment and evaluations are voluntary and you have the right to terminate treatment of the evaluation at any time. You also have the right to seek a second opinion from another therapist at any time.
- Psychotherapy is not an exact science and there are no guarantees as to the outcome of treatment.
- The relationship between a therapist and a client is a professional relationship. Sexual intimacy between a therapist and a client is never appropriate. If sexual intimacy occurs, it should be reported to the Department of Regulatory Agencies, Mental Health Section.
- Generally speaking, the information provided by and to a client during therapy sessions is legally confidential. If the information is legally confidential, the therapist cannot be forced to disclose the information without the client's consent.
- Information disclosed to a therapist is privileged communication and cannot be disclosed in any court of competent jurisdiction in the State of Colorado without the consent of the person to whom the testimony sought relates.
- Please Note: For individuals who are court ordered for treatment or evaluations and/or are under the supervision of probation, parole, or community corrections, the law protecting confidentiality do not apply.
- There are exceptions to the general rule of legal confidentiality. These exceptions are listed in the Colorado Revised Statues (C.R.S. 12-43-218) and in the Notice of Privacy Practices you were given and include: lawsuits against the therapist; complaints, disciplinary proceedings, and reviews of professional conduct; reporting child abuse and neglect; and duty to warn of serious threat of imminent physical violence to oneself or a specific person or person. Other exceptions will be identified to you as the situations arise during therapy.

Clients Rights and Important Information: (Continued)

- Any person who alleges that a mental professional has violated the licensing laws related to the maintenance of records of a client eighteen years of age or older, must file a complaint or other notice with the licensing board within seven years after the person discovered or reasonably should have discovered this. Pursuant to law, this practice will maintain records for a period of seven years commencing on the date of termination of services or on the date of last contact with the client, whichever is later.

The Colorado Department of Regulatory Agencies has the general responsibility of regulating the practice of licensed or registered mental health professionals. The agency within the Department that has the responsibility specifically for licensed and registered psychotherapists is the Department of Regulatory Agencies, Mental Health Section. You can contact this agency by calling or writing:

1560 Broadway, Suite #1350 Denver, Colorado 80202 (303) 894-7800 https://www.doradls.state.co.us/alison.php

As to the regulatory requirements applicable to mental health professionals: A Licensed Clinical Social Worker, A Licensed Marriage and Family Therapist, and a Licensed Professional Counselor must hold a masters degree in their profession and have two years of post-masters supervision. A Licensed Psychologist must hold a doctorate degree in psychology and have one year of post-doctoral supervision. A Licensed Social Worker must hold a maters degree in Social Work. A Psychologist Candidate, a Marriage and Family Therapist Candidate and a Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure. A Certified Addiction Counselor I (CAC I) must be a high school graduate, and complete required training hours and 1,000 hours of supervised experience. A CAC II must complete additional required training hours and 2,000 hours of supervised experience. A CAC III must have a bachelors degree in behavioral health, and complete additional required training hours and 2,000 hours of supervised experience. A Licensed Addiction Counselor must have a clinical masters degree and meet the CAC III requirements. A Registered Psychotherapist is registered with the State Board of Registered Psychotherapists, is not licensed or certified, and no degree, training or experience is required.

If you have any questions, or would like additional information, please feel free to ask. By signing below, you are in agreement that you have read the preceding information and understand your rights as a client. Your signature also confirms that you have been given this information verbally.

Client Signature	(printed name)	Date	ame) Date
Authorized Signature if Child is a Minor	(printed name)	Date	ame) Date
Minor Child's Name	(your relationship to child)		:hild)
Psychologist Signature	(printed name)	Date	ame) — Date

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OFFICE PROCEDURES AND CLIENT RESPONSIBILITIES

Welcome and thank you for choosing Peak View Psychology. We want to let you know about our policies. Please discuss any questions you may have with your therapist.

<u>APPOINTMENTS</u> - Therapy sessions usually last approximately fifty minutes. Therapy will usually take a minimum of several sessions to be effective. You are encouraged to schedule an appointment whenever you think it is needed.

ETHICAL AND PROFESSIONAL STANDARDS - As a mental health professional provider licensed by the State of Colorado, we do our best to uphold the most responsible and ethical standards possible. The laws of the State of Colorado require that most issues discussed during the course of therapy with a psychologist or social worker remain confidential. Please see the "confidentiality" section of this letter for specific details. If you have any questions or concerns about services provided by us, please first discuss these with your therapist.

ELECTRONIC COMMUNICATIONS -

Email - While the Electronic Communications Privacy Act prohibits interception of any electronic communications, email cannot be completely secure or private unless encrypted. It is important that you use https://sendsafely.com/u/drdawn.kugler@peakviewpsychology.com to send information to ensure that it is encrypted. Dr. Kugler does not conduct therapy via email. Please restrict email use to administrative issues such as changing appointment times, and be aware that any therapeutic content in emails will be retained in your permanent medical record.

Social Networking Sites - I do no accept friend requests from current or former clients on social networking sites. I believe that adding clients as friends can compromise confidentiality and blur the boundaries of our therapeutic relationship. If you have questions about this, please feel free to bring them up with me in session.

Use of Search Engines - It is NOT a regular part of my practice to search for clients on Google or other search engines. Exceptions to this may be made during times of crisis if I suspect you might be in danger. These are extremely rare situations and if I ever resort to such means, I will discuss this with you when we next meet.

FEES - Peak View Psychology's fee schedule is as follows:

Initial session - \$200

Subsequent therapy sessions for individual or family therapy - \$125 (phone consultations, except in case of emergency, may be pro-rated at this rate)

Court Testimony Services - \$300 per hour PAID IN ADVANCE WITH A GOOD FAITH ESTIMATE This includes testimony time, commuting, records, review, and affidavit writing will be billed at this rate.

Legally, I cannot bill other individuals, including ex-spouses, for your services or any services which you consent to for your child. In such cases, we will bill you and it is your responsibility to get a guarantee of payment or reimbursement from the person who has agreed to pay or has legal responsibility for your bill. If a school district or the court system has contracted with me to provide services, please provide me with appropriate documentation and I will bill them accordingly.

Hourly fees include not only therapy, but can involve printed material, reports, letters, consultations, travel time for out of office services, and telephone calls. If you have any questions regarding your billing, please contact me at 719-268-0099.

<u>CONFIDENTIALITY</u> - The communication between you and your psychologist is confidential. This means you have the privilege to refuse to disclose and to prevent your psychologist from disclosing confidential communications made for the purpose of diagnosis or treatment without your written consent.

No disclosure can be made, with the following exceptions:

- If you have abused or are abusing a child or an adult
- If you are a danger to yourself or others
- If you assert that your mental condition is an issue in a claim or defense as part of a civil or criminal law proceedings
- If your assessment and/or treatment is court ordered
- If you seek reimbursement for the cost of your therapy from an HMO, managed care or insurance company. Your direction that such information be provided does not constitute a waiver of your privilege and your psychologist will continue to protect that privilege after providing information to an HMO, managed care or insurance company. Your psychologist cannot, however, control how such information may be treated by an HMO, managed care, or insurance company. The waiver you sign with your insurance company may make your records available to case management, utilization review, and other entities which request your records, such as life insurance companies.
- In proceedings to assist you with entering a hospital for emotional and/or chemical dependency treatment when you and/or psychologist in the course of diagnosis or treatment, determine that you are in need of hospitalization.
- If one's account becomes delinquent for more than 60 days, collection proceedings may be initiated and confidential information may be disclosed during this process.

_ 1. You are responsible for rendering payment at the time of service. I accept cash or one of the following credit cards: Visa, Mastercard, Discover, Diner's Club, JCB, or American Express. _ 2. Balances due older than 30 days can be subject to additional collection fees and interest charges of 1.5% per month. __ 3. Peak View Psychology will submit claims to your insurance company on your behalf. Please be aware that it is still your responsibility to verify benefits and obtain pre-authorization for services, if necessary. If your insurance does not make prompt payment - for any reason - you will be responsible for the charges. 4. It is your responsibility to respect the confidentiality of others. I must request that you NEVER discuss the presence of any other client you may meet or see at my office. 5. If you need to reschedule an appointment, it is your responsibility to contact my office at least 24 hours in advance. Late cancelations and/or failure to keep your appointment will be billed at \$125 per session. If you need to make changes to a Monday appointment, changes need to be make by the previous Friday. These fees are not paid by your insurance company. _ 6. You are welcome to email me, but to ensure encryption of email, you must use the send safely link https://sendsafely.com/u/drdawn.kugler@peakviewpsychology.com. Therapy will not be conducted via email. _ 7. Although you have the right to terminate therapy at any time, I strongly recommend that a termination appointment be scheduled before you conclude therapy. It is advantageous to both you and to me to haves a sense of closure regarding your treatment. I have read and understand the limits to confidentiality and my responsibilities as a client of Peak View Psychology. I have discussed any questions or concerns about these policies and procedures with my therapist and will do my best to adhere to the policies presented above. Client Signature Date Psychologist Signature

Date

CLIENT RESPONSIBILITIES - *Please read carefully and initial each statement.*

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Background Interview

Client Name:	Date of Birth:
Occupation:	Date of Consultation:
Ethnic Identity:	Gender
The following information will provide me with important info the sources of your concerns. It will help me get to know you a	
What are your primary concerns or complaints?	
What is the history of this concern? How long have your struggevents that led up to it?	gled with this problem and what were the
What makes you seek treatment now?	
Have you have previous psychological help?	

Any drug or alcohol usage? How long have you been using and what substances do you use? Have you had any negative effects from your usage?
How is your sleep generally? When do you go to bed? How long does it take you to fall asleep? When do you get up out of bed? Do you sleep through the night? Do you have nightmares? Do you nap during the day?
How is your appetite generally? Have you gained weight or lost weight recently? Have you purposely been trying to lose or gain weight? Do you feel you have an eating disorder? Do you feel you eat a healthy diet?
Have you ever had or are you having thoughts about hurting yourself or others, or killing yourself or others? Have you been hospitalized in the past for suicidal thoughts or attempts? Have you been hospitalized in the past for homicidal thoughts or attempts?
Have you ever heard or seen things that others didn't hear or see?

Do you have a history of trauma, abuse or violence? Please describe that history briefly.
Do you think you have any self-destructive or troubling behaviors? Have others told you that you have self-destructive or troubling behaviors? Please describe those behaviors.
How would you describe your typical feelings or emotions? Do you feel you have good control over your feelings and emotions? How do you typically feel on a day to day basis? What are some of your emotional triggers that can get you upset?

What kinds of thoughts do you have? What do you tell yourself? Do you feel you tell yourself good things about yourself? Do you feel that you tell yourself negative things about yourself? Are you able to catch any negative thoughts and replace them with positive ones?
How are your interpersonal interactions or social relationships with coworkers, significant others, family, etc? How would others describe your interactions with them? Have you had long term relationship? Do you feel that your relationships are strained?
Do you have any medical problems or concerns? Please list any significant medical issues that you have received treatment for that might affect your mental health. Do you have chronic pain? Do you have physical limitations?
What is your family like? How was your childhood? Do you feel that there are any issues from childhood that are affecting you today? Do you and your significant others get along well? Is there discord in your relationship?

Where do you work? What do you do at work? What has your work histo	ory been like?
What medications are you taking, what are the dosages and who prescri	bes them for you?

CONSENT FOR RELEASE/REQUEST OF CONFIDENTIAL INFORMATION

Provider information requested between.			
		Dawn M. Kugler, PhD	
		Office located at:	
		Peak View Psychology, LLC	
	AND	5373 N. Union Blvd, Suite 101	
		Colorado Springs, CO 80918-2073	
		719-268-0099, Fax 719-268-0097	
Telephone Fax			
Delicat News		DOD:	
Patient Name:		DOB:	
Other Names:			
Dates of Treatment From:		To:	
I,, authorize Records to/from the service provider named above	e Peak Vi	ew Psychology, LLC to release and/or receive	
For the Purpose of:			
	RMATION	TO BE DISCLOSED:	
[] Intake Summaries		[] Substance Abuse Evaluation	
[] Treatment Plans		[] Acquired Immunodeficiency	
[] Psychological Evaluation Results		Syndrome (AIDS) or infection with	
[] Diagnosis Only		Human Immunodeficiency Virus (HIV)	
[] Medication Information Only		[]Academic Records	
[] Psychiatric Medication Management Records			
<i>,</i>			
[] Other [] All of the Above			
[] All of the Above			
I have been informed of the specific information re	quested a	and the benefits and disadvantages of releasing	3
information. I give my consent freely and voluntaril	ly. Treatm	ent services are not contingent upon whether	this
information is released or not.			
To the receiving party of this information: This information	rmation h	as been disclosed to you for the sole purpose s	stated in
this consent. Any other use of this information with	nout expr	essed written consent is prohibited.	
Patient Signature		Date	
Parent/Guardian Signature		Date	
I understand this authorization may be revoked in v	writing at	any time, except to the extent that action has	been
taken in reliance on this authorization. Unless othe date, event or condition:	rwise rev	oked, this authorization will expire on the follow	
,			
(Witness) (Title of	Witness)	(Date)	

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January 15, 2023

At this time, Dr. Dawn Kugler will be available to have appointments via the Zoom application. The Zoom application is HIPAA compliant. There is a dedicated waiting room for you to join at your appointment time. The Zoom appointments are password protected. Dr. Kugler is the only person who can admit you to your session.

You agree that there will be no video/audio recording of sessions on your end and Dr. Kugler agrees to the same. Video/audio recordings require additional written authorization.

Dr. Kugler's billing system sends out automated reminders to your cell phone and/or email address. That reminder will give you the link and password to your appointment. Those reminders are sent out multiple times prior to your appointment.

Should there be a technology interruption, Dr. Kugler will attempt to call you to troubleshoot. Depending on how much of the session has taken place at that time, the appointment might be ended for the day or rescheduled to a mutually convenient time. It is possible that the session might be completed over the telephone.

Should there be a true emergency situation, Dr. Kugler will work with you to do a face to face assessment. Going to a local emergency room or calling 911 is always an acceptable option if you are having a mental health crisis.

By signing this page, you are agreeing to the above listed conditions for appointments via the Zoom application.

	_	
Printed name		
	_	
Signature		
	_	
Date		
Dawn M. Kugler, PhD	Date	

Surprise/Balance Billing Disclosure Form

Surprise Billing - Know Your Rights

Beginning January 1, 2020, Colorado state law protects you* from "surprise billing," also known as "balance billing." These protections apply when:

- You receive covered emergency services, other than ambulance services, from an out-of-network provider in Colorado, and/or
- · You unintentionally receive covered services from an out-of-network provider at an in-network facility in Colorado

What is surprise/balance billing, and when does it happen?

If you are seen by a health care provider or use services in a facility or agency that is not in your health insurance plan's provider network, sometimes referred to as "out-of-network," you may receive a bill for additional costs associated with that care. Out-of-network health care providers often bill you for the difference between what your insurer decides is the eligible charge and what the out-of-network provider bills as the total charge. This is called "surprise" or "balance" billing.

When you CANNOT be balance-billed:

Emergency Services

If you are receiving emergency services, the most you can be billed for is your plan's in-network cost-sharing amounts, which are copayments, deductibles, and/or coinsurance. You cannot be balance-billed for any other amount. This includes both the emergency facility where you receive emergency services and any providers that see you for emergency care.

Nonemergency Services at an In-Network or Out-of-Network Health Care Provider

The health care provider must tell you if you are at an out-of-network location or at an in-network location that is using out-of-network providers. They must also tell you what types of services that you will be using may be provided by any out-of-network provider.

You have the right to request that in-network providers perform all covered medical services. However, you may have to receive medical services from an out-of-network provider if an in-network provider is not available. In this case, the most you can be billed for covered services is your in-network cost-sharing amount, which are copayments, deductibles, and/or coinsurance. These providers cannot balance bill you for additional costs.

Additional Protections

- · Your insurer will pay out-of-network providers and facilities directly.
- · Your insurer must count any amount you pay for emergency services or certain out-of-network services (described above) toward your in-network deductible and out-of-pocket limit.
- · Your provider, facility, hospital, or agency must refund any amount you overpay within sixty days of being notified.
- · No one, including a provider, hospital, or insurer can ask you to limit or give up these rights.

If you receive services from an out-of-network provider or facility or agency OTHER situation, you may still be balance billed, or you may be responsible for the entire bill. If you intentionally receive nonemergency services from an out-of-network provider or facility, you may also be balance billed.

If you want to file a complaint against your health care provider, you can submit an online complaint by visiting this website:

https://www.colorado.gov/pacific/dora/DPO File Complaint.

If you think you have received a bill for amounts other than your copayments, deductible, and/or coinsurance, please contact the billing department, or the Colorado Division of Insurance at 303-894-7490 or 1-800-930-3745.

*This law does NOT apply to ALL Colorado health plans. It only applies if you have a "CO-DOI" on your health insurance ID card.

Please contact your health insurance plan at the number on your health insurance ID card or the Colorado Division of Insurance with questions.