



OBSIDIAN QUARTERLY

FAQ - INSURANCE & OFFICE POLICIES

Here at Obsidian, we have a handful of policies to support our clinicians and clients. These policies are used to help the practice run smoothly as well as allowing us to better serve our clients. We wanted to take the time to address some important practice policies.

No Show and Late Cancellation Fees

It is important that our clients understand that our therapists and other clients are deeply affected by no shows and late cancellations. When you no show or late cancel, our therapists are unable to fill that time with other work, or another client. This is why we require 24 hours notice when you need to cancel an appointment, and if you do not, the full session cost. This cost is not payable by insurance.

Referring Out

While we have a very skilled team, sometimes we are not knowledgeable enough or trained enough for certain presenting concerns. Like doctors, therapists specialize in a specific focus, so sometimes we have to refer to a different therapist or practice that is skilled in your concerns. You wouldn't want a foot doctor treating your heart condition. Your mental health is no different.

Keeping Your File Open

We love to see our clients progress through treatment and need reduced frequency, but without contact, at least monthly, we will close your file. Please keep in touch with your therapist if you wish to have your file remain open.

Insurance

Insurance is confusing and often can be difficult to understand. Below we shared some basic terminology used by your insurance provider and our office when discussing insurance.

Coinsurance: The percentage of the allowed amount you pay as your share of the bill. For example, if your plan pays 80% of the allowed amount, 20% would be your coinsurance. *Your share of coinsurance is a percentage of the allowed amount after the deductible is met.*

Copay Amount (Also known as Copayment): The set fee you pay each time you receive a certain service. Some plans do not have copayments.

Deductible: The amount, if any, you must pay before we start paying contract benefits. You do not send this amount to us. We subtract this amount from covered expenses on claims you and health care professionals send us. Some services can be covered before the deductible is met.

Out-of-Pocket Limit (Maximum): Once you pay this amount in deductibles, copayments and coinsurance for covered services, we pay 100% of the allowed amount for covered services for the rest of the benefit period.

As a reminder: you will be responsible for the payment of any co-payments or deductibles associated with your policy at the time of the session as well as any uncovered services. Merely because an insurance company authorizes services, they often do not guarantee payment and you will be ultimately responsible for the cost of services provided which are not reimbursed by insurance providers for whatever reason they are not covered. **You (not your insurance company) are responsible for full payment of fees, so, it is important to confirm exactly what mental health services your insurance policy covers.** If you must obtain authorization from your primary care physician or your insurance company prior to treatment or office visit it is your obligation unless agreed upon to the contrary.

While we would love to waive costs to our clients, we are required, by contract, to collect all copayments, coinsurance and deductibles by your insurance provider.

SPRING HOLIDAYS:

April:

- World Autism Awareness Month
- Sexual Assault Awareness Month
- Stress Awareness Month
- National Pet Month
- Counseling Awareness Month

April 17 - 23: Animal Cruelty/ Human Violence Awareness Week

April 24 - 28: National Volunteer Week

April 2: World Autism Awareness Day

April 5: National Deep Dish Pizza Day

April 16: National Stress Awareness Day





OBSIDIAN QUARTERLY

MEET THE STAFF



Danielle Snyder, LCPC, ATR

Q: When did you know you wanted to be a professional counselor?

A: It was a bit of a journey... initially when I started college I wanted to be an art teacher. I always had a desire to help others and include my love of art and it seemed like a logical course of study. As I was taking different courses, I took a psychology class and then liked it so much I took two more. The class that really change my life course however was called, Abnormal Psychology. It really ignited my desire to study psychology.

(Cont.) I realized if I changed my major/minor I still would be working with people and helping them but in a different way. Shortly after, I learned that art therapy existed then changed my course of study and applied to a school called Adler School of Professional Psychology that had a masters art therapy program. I graduated with my masters then worked my way up to a LPC then a LCPC then added my ATR licensure.

Q: What do you do for self care?

A: As mentioned above I love the arts but not just the drawing and painting kind. I love theatre and music also. I like to incorporate the arts into my life as often as possible. I also value reading, travel and learning about other cultures. This being, sometimes my self care is a simple as snuggling up on the couch with my significant other and my cat. Self care can be so many things and does not always look the same everyday.

Q: What is your favorite coping skill?

A: Deep breathing and meditations. It takes a lot of practice to get good at them but are so rewarding when you get into a good flow.

Q: What is a fun fact about you?

A: When I was younger I designed and built sets for musicals and theatre productions.

Q: What is your favorite movie and/or TV show?

A: So many to pick from! I'd say a few are... Stranger Things, Gilmore Girls, Harry Potter, Sherlock Holmes, Parks and Recreation, The Office and Toy Story movies.

SPRING HOLIDAYS:

May:

ALS Awareness Month

Foster Care Month

Lupus Awareness

Month

National Mental Health

Month

May 7-13: National

Children's Mental

Health Week

May 14 - 20: National

Women's Health Week

May 1: World Laughter

Day

May 2: Childhood

Depression Awareness

Day

May 4: Anti-Bullying Day

May 5: National

Children's Mental Health

Awareness Day

May 29: Memorial Day





OBSIDIAN QUARTERLY

SPRING HOLIDAYS:

June:
Alzheimer's & Brain Awareness Month
Pride Month
PTSD Awareness Month

June 19 - 25: Learning Disabilities Week

June 25 - July 1: Boys & Girls Club Week

June 4: National Cheese Day

June 5: World Environment Day and National Cancer Survivors Day

June 14: World Blood Donor Day

June 19: Juneteenth

June 21: Summer Solstice

June 23: Let It Go Day

COMMUNITY CONNECTION

CPR, or cardiopulmonary resuscitation, is used in an emergency when the heart stops beating. CPR helps keep blood flowing throughout the body and provides oxygen to the brain until emergency medical services arrive. In Illinois, the leading cause of death is heart disease. In 2020, over 27,000 people died from heart disease.* Our staff knows the importance of being trained in CPR to better serve our community, so on April 7th we got together to receive our CPR course.

We were trained by Mark, with Tri-City CPR. Tri-City offers high-quality CPR training in Geneva, St. Charles, Batavia and surrounding areas. Learn more at tricityCPR.com or give them a call at 630-390-8820.

*Centers for Disease Control and Prevention. (2022, February 25). Stats of the states - heart disease mortality. Centers for Disease Control and Prevention. Retrieved April 5, 2023, from https://www.cdc.gov/nchs/pressroom/sosmap/heart_disease_mortality/heart_disease.htm



From left to right: Jean Hendrix with Empowered Perspective Counseling, Silvia Gomez, LCSW, Donna Cole, LCSW with Cole Counseling, Jenna Froelich, LCPC, CDVP, Lindsey Kovalik Bianchini, LCSW, LISW-CP, Erin Lowry, Intern and CPR trainer Mark Angeles.

REMINDERS AND UPDATES

Out of the office reminders:

- Lindsey Kovalik Bianchini, LCSW, LISW-CP is out of office June 13th - 23rd
- Danielle Slyder, LCPC, ATR is out of office April 13th - 26th and May 26th - 29th

Please speak to your therapist about your session needs during those times. Additional dates may be communicated to you by your therapist.

COPING SKILLS CORNER

Curl up with a blanket and drink tea, hot chocolate, decaf coffee or your favorite warm (caffeine free) drink



ADDRESS CHANGE

We moved! While not far, we moved to a larger space down the hall. We are now located at 103 North 11th Avenue, **Suite 106!**

Stay connected! Click the icons below to add Obsidian on social media.



www.obsidianbh.com