

BLK Haven Practice Policy

Last Revised: November 5th, 2022

Overview

BLK Haven Corp. and all members of its Affiliated Covered Entity (collectively, “BLK Haven Clinicians”, “we”, and “our”) provide technology-enabled administrative & mental health services. This Agreement describes BLK Haven Clinicians’ services and clinical programs. Kindly read this document in its entirety and discuss any questions you might have with us.

Services & Technology

When you become a user of BLK Haven Corp. services (a “Client”), you will be given access to our online scheduling technology hosted on blkhaven.com (the “BLK Haven Site”). The BLK Haven Site provides personalized content and interactive resources for you, tools for scheduling your appointments, billing, and serves as your hub of information including your medical records.

Informed Consent

BLK Haven Clinicians will provide mental health care in-person and via telehealth using voice calls, video calls, and messaging services. They may prescribe you medication or recommend other treatment, as needed. Telehealth care is a flexible and convenient way to get healthcare, but it may not be right for treating certain symptoms or illnesses that need an in-person doctor or urgent care visit. **If you are having a medical emergency, call 9-1-1 or go to the nearest emergency room.** The same laws and protections for in-person medical visits also apply to telehealth visits. This includes confidentiality of information, access to medical records, and sharing of information that could identify you personally. BLK Haven Clinicians may record telehealth visits including video and voice call visits. These recordings will be used by BLK Haven Clinicians to improve service quality. However, at the beginning of the visit you may ask that the visit not be recorded if you prefer.

You have a right to know who is attending each telehealth visit. You may decide that you do not want to use telehealth services at any time. This will not make you lose your health program benefits or your rights to future BLK Haven care or services.

Telehealth Risk & Benefits

Telehealth services are convenient and offer more expansive access to health care. However, as with any health service, there are potential risks associated with using technology. These risks include, but are not limited to: service problems due to technology or internet failures, not having enough information to make health care

decisions, rare security errors, and other risks. You agree to take on the risk for information lost due to technology problems.

Payment & Billing

Payment is due 24-hours prior to each session. BLK Haven Corp. will charge your card or bank account on file for the patient's responsibility portion. Receipts may be provided at the time of the charge or monthly. If you have to pay an insurance deductible, copayment, or coinsurance for your health care, the usual cost-sharing rules will apply. If you request, BLK Haven Corp. can work with you to determine what your charges will be in advance. By providing us with your credit card or banking information, you are authorizing us to charge your credit card or debit your bank account for agreed upon purchases and save your credit card or bank information for future transactions on your account.

You agree that all people or companies (third parties) who pay any part of your BLK Haven Clinicians bill shall pay these amounts directly to BLK Haven Corp. You understand that you must pay BLK Haven Corp. any costs not paid by your insurance or other third parties, unless state or federal regulations do not allow this.

Scheduling and Attendance

BLK Haven Corp. understands that you may have to reschedule or cancel an appointment from time to time. We ask that you notify us at least 48 hours in advance of your scheduled appointment. **Appointments that are not canceled 48 business hours in advance, and appointments that you are late by 50% of the allotted time, will be billed at up to your clinician's full self-pay rate.** If you repeatedly miss scheduled appointments with your clinician(s), and if BLK Haven Clinician(s) are unable to contact you for a period of time, you understand that you may be ineligible for service via the BLK Haven Corp. network.

Privacy Practices

BLK Haven Corp. must follow federal healthcare privacy and security laws and protect your health information. Our team works hard to make sure that your personal information is secure. We use standard physical, electronic, and business security methods (such as encryption) to help prevent access to your health information by unauthorized parties. However, BLK Haven Corp. cannot promise that data sent over the Internet or through a data storage facility will always be perfectly secure. While every effort is made to protect your personal information, BLK Haven Corp. cannot guarantee the security of any information you send to us. Kindly read more information about our use of health information and other personal information in our Notice of Health Information Policy.

Communications

As part of providing services, BLK Haven Corp. may communicate directly with you, including for purposes such as billing issues, appointment reminders, and announcements. If you have provided us with a cell phone number and email address, we may send you SMS text messages and emails. Of note, text messages and emails are not always secure because they travel over networks that we do not control. You may also ask us to stop by contacting your clinician(s). You understand that you may have to pay data costs to receive SMS text messages that we send to your mobile phone. You may elect not to agree to this section and still receive services from BLK Haven Clinician(s).

Complaints

All Clients have the right to communicate concerns or challenges regarding their care or services. Should you wish to make a formal complaint about one of your clinicians, you may do so in writing and submit the concern to admin@blackhaven.com.

Agreement & Consent

If you have questions about any of the contents of this Practice Agreement, our procedures, or your role in this process, please contact us at admin@blkhaven.com.

Please be mindful that the best way to assure quality treatment and service is to keep communication open and direct with your clinician(s).