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The First Ever All-Staff Email & Quiz - Updates, Reminders, and Holiday Schedule 🌟

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Dear Team,

As we approach the holiday season, we have a few important updates, reminders, and housekeeping notes to share.

Please take a moment to read through this email and complete the quiz linked below. You'll report **30 minutes of training time** for reviewing this information and completing the quiz.

New Meeting Schedule

We're implementing changes to our *all-staff* meetings, which are being replaced by smaller, focused groups. Once a month, instead of the all-staff meetings, please use your 1 pm training time to do the following:

- **Associates:** Watch a recorded training from our [CEU library](#). In order to get CEU credit, please complete the [training evaluation form](#).
- **Licensed Clinicians:** Participate in a licensed clinician consult group (link in the calendar)
- **Clinical Directors and Cohort Supervisors:** Participate in a consult group regarding the clinical director and cohort supervisor roles (link in the calendar)

There are no changes to the other Tuesday meetings.

Chart Notes: Switch to Gamma - and 48 Hour Deadline

A reminder that **January 1st** is the deadline for two important changes to our charting. Here's what you need to know:

- Please make sure all routine progress notes have been switched over to the new “**Progress Note Gamma**” charting. We’ve disabled the old Beta template, but that won’t fix notes that you pull forward from the previous week.
- The deadline for completing notes will shorten to **48 hours**. Please make sure all of your notes are completed within 2 days of the session - this ensures you have a sharp memory for the accuracy of your notes and it also ensures we’re able to submit your claims to insurance. Karen will be running frequent spot check progress note reports over the next few months to make sure it’s on everybody’s radar.

Please reach out to Katherine if you have any questions about the notes!

Holiday Week Schedule

The **front office will be closed** during the week of Christmas (December 24th to December 30th), as the administrative team will be on vacation. Here’s what you need to know:

- If you’re working during this week, ensure your clients have your **email address** to contact you directly.
 - You are welcome to work or not work on any day during this period. Feel free to reschedule clients to accommodate your holiday plans. Please be sure to submit your [Vacation request](#) form, change your appointments to “clinician cancel” in Simple Practice, and notify your clients of your time off. If you do plan to work on a holiday, please inform your clients in the coming weeks so they don’t assume you’ll be out of the office.
 - If you need an office space, please check the [group practice office schedule](#) and confirm availability.
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Last Out of the Office Reminder

Clinicians have been arriving in the morning to find the door to the waiting room unlocked. Although we don’t really have anything valuable in the waiting room, it still presents a safety issue. If you’re the last person leaving the office at the end of the day:

1. Lock the **front door**.
 2. Leave the **waiting room lamps** on.
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Holiday Slowdown Season

As we head into a slower season, we’re reactivating **Psychology Today profiles** and launching online and postcard marketing.

To support this effort, please:

- Let Lia know about any **openings** in your schedule.

- Expect **daytime appointments** to be harder to fill during this time.
 - Remember to complete **vacation/sick forms** and cancel client appointments on your end as needed.
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Bonus Option for Licensed Clinicians

Everyone's CEU accounts are getting re-loaded in January! Also, licensed clinicians will get an additional bonus based on the number of clients seen and the number of years they've been at Catalyst.

- Katherine will be emailing licensed clinicians in the second week of January with their bonus amounts.
- All licensed clinicians are welcome to use their CEU fund as a cash bonus, rather than applying it toward CEUs.
- If you want to know your CEU fund's balance, please email Karen. If you want to request a disbursement, email Karen and it will be included on the next available payroll. The 2025 funds will be available for disbursement starting the February payroll.

*Associate clinicians can only use their CEU fund for learning stuff.

Reminders from Karen

1. Late Cancellation Rates:

Every time a client has a late cancellation, clinicians need to remind them of the fee rates. The late fee is \$140 for individual counseling that is either private pay or insurance based; the fee ranges from \$180 to \$300 for couples, and \$50 for Open Path clients. Insurance will not pay for late cancellations. There have been a few cases where clients have been confused and unprepared for the fee they were charged. You are encouraged (but not required) to use wording in the templates we prepared when communicating with your clients:

[Late Cancellation Templates](#).

2. Updating Active Client Lists and Quick Audit the DX Codes:

We aren't doing an active client audit this quarter, but there are still two things that are important for you to do regularly.


- If a client has ended services:
 - i. Change client status to "term" as needed.
 - ii. Update Simple Practice accordingly (document the termination, inactivate chart, etc).
- Update all *Adjustment disorder* diagnosis codes to a new code after 6 months in Simple Practice (Insurance will not cover Adj disorder DX for longer than 6 months!)

3. Session Length Documentation:

- It's really important that you change the duration and codes on any sessions that are shorter than 53 minutes. Insurance billing for therapy is based on the length of the session, so if you have a shorter session but bill for the full hour code then *it could be considered fraud*.
- For *insurance* clients who have sessions **under 53 minutes**, change the duration on the calendar view and update the code to **90834** or **90832** for insurance clients. Insurance companies expect that at least occasionally people will be late and there will be shorter sessions. Consistently using only **90837** can lead to audits or claim denials, directly affecting your pay.

4. Mandatory Courses:

- There are a few courses that are mandated by the department of health in order to keep your license active. Please ensure completion of **Health Equity**, **Suicidality**, and **Telehealth** training courses.
- Please give Karen copies of your certificates - she keeps track of when you'll be due for the next one.

 **Note:** Karen has audited the files and knows which certificates are missing. She will begin following up individually in January but encourages everyone to take initiative now.

Thank you for your attention to these updates. Please reach out if you have any questions or need assistance.

And now the moment you've all been waiting for.....drumroll please....Lia created this amazing quiz! [Lia's Quiz of Amazingness](#)

All the best,

Katherine

Please note: If you are having a mental health crisis, please call the Crisis Line at 988 or go to your nearest emergency room. **I respond to most emails on Mondays and Wednesdays.** If you are not in crisis but need a speedy response, please reach out to our admin team at office@catalystcounseling.net.



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Offices in Woodinville and Renton, with telehealth availability across Washington State.

If you are not the intended recipient of this confidential email please do nothing with this communication except notify me immediately by replying to this mail and deleting the original communication. Thank you.