

Unity Counseling of SWFL, LLC
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Privacy Practices, SMS Communication Policy, and No Surprises Act Notice

Notice of Privacy Practices

Unity Counseling of SWFL, LLC is committed to protecting the privacy and confidentiality of your personal and health information. Our practice complies with the Health Insurance Portability and Accountability Act (HIPAA). Protected health information may be used for purposes of treatment, payment, and healthcare operations. Information will not be disclosed without written authorization except when required or permitted by law. Clients receive the full Notice of Privacy Practices as part of the intake documentation through the secure client portal.

SMS Communication Policy

Unity Counseling of SWFL, LLC may use SMS (text messaging) to communicate with clients regarding scheduling, appointment reminders, appointment changes, and responses to client inquiries. SMS messaging is used only for conversational or administrative communication related to services provided by the practice. The practice does not send marketing or promotional messages.

Message frequency may vary. Message and data rates may apply. Reply STOP to opt out of SMS communications at any time. Reply HELP for assistance. Client phone numbers and personal information are kept confidential and will not be shared or sold to third parties for marketing purposes. Providing your phone number through intake forms, the secure client portal, or by contacting the practice directly constitutes explicit consent to receive SMS communications related to scheduling, appointment reminders, appointment changes, and responses to client inquiries.

No Surprises Act / Good Faith Estimate Notice

Under the No Surprises Act, healthcare providers are required to provide clients who are not using insurance with a Good Faith Estimate of expected charges for services. You have the right to receive a Good Faith Estimate explaining how much your medical or mental health care will cost.

If you receive a bill that is at least \$400 more than your Good Faith Estimate, you have the right to dispute the bill. For more information about your rights under the No Surprises Act, visit: <https://www.cms.gov/nosurprises>