



Letter of Acknowledgement

Dear Parent(s)/Legal Guardian(s):

This letter is to inform you that your child is receiving services through Ellie Mental Health. As a parent and/or legal guardian, we value and encourage your participation in this process.

Below is some important information to note about your child's services:

Parent Involvement: Ellie clinicians attempt to work with parents/guardians to support therapeutic progress whenever possible but have the right to set appropriate boundaries based on the child's safety and best interests.

Consent and Legal Custody: Parents with legal custody are authorized to make decisions about a minor's medical and mental healthcare. Ellie will presume that parents of a minor child retain equal legal custody rights unless and until documentation note alternative custodial rights is provided. There are special circumstances where Ellie must follow MN laws that differ. These will be discussed on a case-by-case basis.

Sharing of Information Between Parents: It is the responsibility of parents and/or legal guardians to coordinate scheduling and share relevant information regarding therapeutic services with one another.

Child's Client Portal: Paperwork sent through the client portal is only able to be accessed and signed by a single e-mail address. Parents who are divorced or separated are encouraged to coordinate access to the client portal through a single, joint email address and/or coordinate the dissemination of information and signing duties between themselves.

Safe Harbor: Safe Harbor is an agreement that legal guardians sign regarding the purpose and use of therapy for minors. It is best practice for minor clients to have a Safe Harbor agreement on file and signed by any parent/guardian who retains rights to access a minor's treatment information or documentation. **If a Safe Harbor document is enclosed or attached, please sign it and return it to the clinician whose contact information is provided above.** Please note, individual clinicians may refuse to work with minor clients whose parent/guardian refuse to sign this document.

Confidentiality: Clinicians will involve parents in the therapeutic treatment of a minor in a manner that meets the developmental and presenting needs of a child. Clinicians recognize the need for minor



clients to have privacy and confidentiality within therapy sessions as well. Confidentiality of the minor will be maintained in accordance with the law. Confidentiality may be broken in situations outlined within the broader client consent or when the clinician deems it appropriate and necessary for minor's ongoing safety or treatment progression.

Per Minnesota law, all parents whose rights have not been terminated (or otherwise limited by court order) have a right to access information about a minor's medical and mental healthcare.

Records will be shared with parents and/or legal guardians when requested in writing and a signed Release of Information is provided. However, the clinician and Ellie reserve the right to redact or refuse the release of records when the client's safety or wellbeing could be compromised. Additionally, the Safe Harbor agreement provides additional information on permissible uses of records, so please review it carefully.

No Custody Recommendations: Clinicians will support children through difficult life situations in accordance with their treatment plans. Ellie clinicians cannot and will not make recommendations regarding child custody or visitation arrangements, custodial rights, or placement.

Care Coordination and Meeting Attendance: Clinicians recognize the importance of being a supportive member of a child's team and will offer consultation and support as they are able. Minor treating clinicians reserve the right to bill insurance plans or the guardian privately for time spent attending meetings, reading and responding to emails, and/or providing consultation. Private pay agreements will be discussed prior to meeting/event. Ability to attend meetings is subject to the availability of individual clinicians and cannot be guaranteed.

Communication: Communication with parent/guardians and additional members of a child's team is often essential to therapeutic progress. Clinicians will respond to communication from parents/guardians and others as they are able. Clinicians are unable to provide thorough recommendations, interventions, or parental support through email or text communication. Should more than a brief answer be required, please schedule a parent session with your minor's treating clinician to ensure they can be as helpful as possible.

School Excuse Notice: A school excuse letter can be requested from your child's clinician for absences caused by appointment attendance. This will be provided to the parent directly for distribution to necessary individuals/systems.

Payment for Services: You are responsible to pay any unreimbursed medical expenses (out-of-pocket expenses, deductible, copays, etc.) based on whatever court order or parental agreement you typically follow. Payment arrangements between legal custodians are the responsibilities of the legal custodians. Ellie Mental Health is not able to provide divided billing statements.



Access and Availability During Appointments: For minors under 16 years of age, a responsible adult must be present and/or easily available during any in-person appointments unless specifically arranged with the child's clinician. For minors over 16 years of age and services delivered via telehealth, a parent/guardian must be able to be easily contacted during appointment times should an emergency arise. Clinicians reserve the right to require a responsible adult's presence for either office-based or telehealth appointments in order for services to occur.

If you have any questions or concerns about your child's participation in Ellie's services, please contact your child's clinician directly within 48 hours of receipt of this letter.