



This memo describes Lions Heart Counseling clinic policies. A clear understanding of these arrangements can make our work together far more rewarding and helpful. If anything seems confusing or unfair, please discuss your concerns with us during the initial evaluation. We are happy to review any of these topics with you and answer any questions you may have.

1. Initial Evaluation	Our initial evaluation will be for consultation and for moderate treatment. We will review your history and pinpoint the challenges you want to address. This will require at least two sessions, or one extended session. If We feel that we have the tools and skills to help you, we will share our treatment recommendations. This will likely involve talking therapy along with psychotherapy homework assignments between sessions. If you decide you would like to work with us, along the lines we suggest, we will be pleased to accept you as our patient. If we feel we do not have the tools to help you, or if the treatment methods we suggest do not appeal to you, you will be free to explore other treatment options and practitioners.
2. Scheduling	We schedule the next session at the beginning of each session because your needs for treatment may vary from week to week. If you feel extremely distressed, it might be helpful to meet more frequently, even for several days in a row, until the crises passes. When you begin to feel better, it may be appropriate to taper sessions back and meet less frequently. If you prefer a standing appointment each week at the same time, We are happy to schedule this.
3. Length and Frequency of Sessions	We typically schedule 60, 45, or 30 minute sessions, once or twice a week. Intensives, particularly for family and couples or dealing with trauma, phobias or emotional regulation can be extremely effective. Our experience indicates that intensive treatment often works far more quickly and can have long-lasting effects. If you would like to set up an intensive treatment program, let us know. <b>*Please note, if insurance is paying for treatment there are limits on this. Most insurances will pay for single sessions of 30, 45 or 60 minutes, but may be extended multiple times a week depending on medical necessity. If you are in crisis Intensive Outpatient programs through other providers or mental health hospitals may be very beneficial.</b>
4. Duration of Therapy	This varies greatly from person to person. Some patients with mild difficulties have been helped in just a few sessions. Others with more severe difficulties may require many months of persistent work before they feel better. This is difficult to predict ahead of time. Keep in mind steady effort and homework can be very helpful. Also note that breaks and vacations are extremely important. Our goal is to help you reach a quality of life you have never experienced before, not just a return to baseline functioning. Therefore, therapy should be considered in phases of work.
5. Fees	<p><b>Private Pay or Out of Network Fees -</b> For Patients with <b>Insurance contracted</b> with Lions Heart Counseling these fees generally only apply to No Shows or late Cancellations and are determined by your insurance rate. Rates vary by Counselor see About Your Team for specific rates and ask your counselor to circle their rate.</p> <p>\$178                  60 Minute Psychotherapy    (Patient &amp;/or Family)                  \$130.                 45 Minute Psychotherapy    (Patient &amp;/or Family)                  \$100.                 30 Minute Psychotherapy    (Patient &amp;/or Family)</p> <p>\$10 discount for the following:</p> <ul style="list-style-type: none"> <li>• <b>Occupations:</b> Mental Health, Teachers, Health Care, and Helping Professions</li> <li>• <b>Prepay 5 sessions</b>, expire after 6 months and may not be transferred.</li> <li>• Income \$50,000 per year or less</li> <li>• Only 1 discount may be applied per session, no insurance discounts are available at this time.</li> </ul>
6. Private Pay	Payment is collected at beginning of our session. Acceptable payment methods are cash and credit card. We do not take personal checks. If someone else, like a parent, is paying for your sessions We will not reveal any information to them without your written consent. Please see Patient Confidentiality for further information. Note- Some patients who have insurance coverage choose private pay for a variety of reasons including: avoiding a mental health diagnosis in their public health records, confidentiality, and greater flexibility in treatment methodologies and length of time.

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7. Insurance Policies	If you have coverage through an insurance company and intend to use this as your source of payment we are happy to work with you providing you have an authorization for counseling and we are paneled. Following HIPAA guidelines, we will safeguard your protected health information by providing only the needed information for billing purposes, quality control and meeting standards of medical necessity. If there are copays for your insurance payments, those will be due at the end of each session. <b>Please see missed appointments for additional information. Please note if your insurance does not pay due to plan or participation guidelines that are beyond our control you may be responsible for paying for sessions. We will do our best to identify such issues up front, but ultimately your insurance plan should provide you with this information proactively and it is your responsibility to seek it.</b>
8. Missed Appointments and Cancelations	<b>We require 48 hours notification to cancel or reschedule appointments. If we are notified in less than 48 hours, or you do not show up for your appointment,(or 15 minutes after the scheduled start time), you will be charged for the cost of the missed session. If you are paying with insurance you will be charged at the contracted rate, this cost will typically not be reimbursed by your insurance provider.</b> The reason for this strict policy is to create a mutually respectful environment and to help you prioritize counseling within your busy schedule. In extenuating circumstances, this fee may be waived or reduced at the discretion of Lions Heart Counseling Staff.
9. Emergency Phone Calls Emails Texts	<b>We do not provide counseling or therapy via email or text. We do not consider this to be an effective tool for therapy. However, texting or emailing to confirm a meeting or request additional resources is welcomed.</b> In certain cases, you may need to call us if a problem develops between sessions. <b>For example, if you are experiencing a crisis or feeling suicidal, We want you to call us right away.</b> If a phone consultation is needed, We will charge for the time we spend together at our usual rate, based on the length of the call. Often, we can schedule additional sessions with you at the office within a day or two. We hope you will keep phone calls between sessions to a minimum, because as you can imagine, we also need time to maintain a healthy and well balanced life. This allows us to be at our best when working with you. If you think you would benefit from phone calls in between sessions, to stay on track or maintain motivation, please let us know in advance so that we can schedule this time appropriately. Please be aware that email, voicemail and text communication are not completely secure and that confidential information could be compromised. When providing detailed information regarding treatment via email we will encrypt and password protect the information, for your security and peace of mind.  If you are having thoughts of suicide please call the national suicide prevention lifeline at <b>800.273.8255</b> If you are having a life threatening emergency please call <b>911</b> or go to the nearest <b>Hospital Emergency Room.</b>
10. Suicidal Feelings	Most depressed individuals struggle with suicidal thoughts and urges from time to time. We will monitor for suicidal thoughts during every therapy session. If they are present, we can discuss them in more detail. If at any time you become actively suicidal (for example, if you have a plan to commit suicide and intend to act on it), We may recommend hospitalization. This can be helpful, even life-saving. If you intend to commit suicide, but are not willing to be hospitalized voluntarily, then we are required by law to contact family members or the police to arrange an immediate evaluation for involuntary hospitalization. We'd be happy to discuss this policy with you in person, and to answer any questions you may have about it.
11. Violent Feelings	Feelings of anger, including violent fantasies, occur sometimes, and you can explore these feelings during therapy sessions. However, if you threaten to kill or do something violent to another person, and we feel that your threat is credible, We will be required by law to contact the authorities and to warn the potential victim. This amounts to a violation of our confidentiality, but is required by law.
12. Abuse	If we discover you are abusing a child, senior citizen, or any dependent person, we will be required by law to report the problem to the authorities and to violate our confidentiality agreement.
13. Meetings outside of sessions	We do not meet with patients, friends or family members of patients outside of sessions for any reason. To protect your privacy, if we see each other in public, we will not approach you or even say Hello, as people in the community may know our role as counselors and make assumptions of our relationship. If however, you approach us we will be happy to say Hello This is done to ensure your comfort, privacy and to empower you.
14. Business Dealings	We do not get involved in any business dealings with patients. Our work together will focus on the difficulties and symptoms you are working on.

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15. Premature Termination	If you become discouraged between sessions or feel the urge to drop out of therapy for any reason, we strongly encourage you to come in for an additional session to discuss your feelings. This often leads to a therapeutic breakthrough. If you are not comfortable with this arrangement, and want the right to drop out between sessions, please let us know in advance.
16. Gifts	We do not accept gifts in excess of \$10 from patients or family members because this is considered an ethics violation.
17. Books and Articles	Sometimes, patients give us copies of books or other materials and ask us to read them between sessions. If you feel these materials are critical to our work together, we'd be happy to review them with you during one of our sessions.
18. Reading and Exercises	<b>We may provide counseling reading and exercises between sessions. These counseling reading and exercises may greatly enhance your understanding and speed your recovery. Generally, 10 to 20 minutes per day will be sufficient. We will review your counseling reading and exercises during sessions. Having a notebook to keep these counseling reading and exercises and track your progress may be very helpful</b>
19. Relapse Prevention	<b>Therapy has two goals: Feeling better and getting better.</b> Feeling better means that you overcome your symptoms and solve the problems that brought you to therapy. If you are suffering from depression or panic attacks, feeling better means the depression and panic attacks will disappear. Feeling better is tremendously important! <b>Getting better means that you have learned the tools to deal with any emotional or relationship problems that might emerge in the future.</b> This is vitally important because no one can be happy forever. We all run into bumps in the road from time to time. But if you know how to deal with painful mood swings or conflicts with other people, they won't be such a threat or a problem.
20. HIPAA	We understand that your health information is protected and you have a right to determine who outside of legal or billing mandates may receive a copy of portions of your health information. We understand you have the right to establish time limits around these releases and withdraw or extend them as you see fit. We further understand that electronic communication is not completely secure and that you have the right to choose whether or not to be notified and have communication via email or text. We further understand that you have the right to an accounting of releases of your health information and immediate notification and efforts to limit any impact of a breach of your health information. <b>QUARTET REFERRALS - Please note if you were referred thru Quartet that they request periodic updates and coordination of care regarding diagnosis, symptoms, dates, progress, engagement and treatment. We will provide this information as requested unless you decline in writing.</b>
21. Dispute Resolution	As the costs and complexities of adhering to binding laws continue to increase, we have put practices in place to create a reasonable and fair understanding of what to expect in counseling with staff from Lions Heart Counseling. To this extent, you agree to enter into arbitration with a mutually agreed upon arbitration group based in the same state where services were provided. Further, if legal action or action against licensing credentials of Lions Heart Counseling staff are in dispute, certain information from your file may be released to legal advisors or arbitration officials, as deemed necessary for effective dispute resolution. Staff of Lions Heart Counseling will seek to limit the scope and detail of any released protected Health Information at all times.
23. Late payments	In the event that you are more than 2 weeks late on a payment for services rendered you understand that no additional services will be provided until payment has been made or a mutually agreed upon payment schedule with an initial deposit is made. In the event of ongoing back payments your information may be provided to a collections agent and possibly reported to a credit bureau. This policy may be considered a bit strict, but therapy is most effective when done in a mutually respectful environment with a commitment on the part of both parties.
24. Social Media	If you choose to engage in social media with us on Facebook, Google Services, Yelp and other review sites, Twitter, Linked In and other platforms we welcome the interaction. Please note this is not a place for therapy, that you may be revealing personal information that you wish to keep private for business or relationship or image reasons. If you do engage with us we will limit our responses-to our best efforts -to the subject at hand.

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