

## **It All Connects Counseling LLC**

**Lynette Kreidler, M. Ed., LPCC**

150 N. Miller Rd., Fairlawn, Ohio 44333 Phone: 330-705-9521

### **Professional Services and Business Policies: Outpatient Services Contract**

Welcome to my practice. This document contains important information about my professional services and business policies. Please read it carefully and jot down any question that you might have so that we can discuss them at our next meeting. Once you sign this, it will constitute a binding agreement between us.

### **Integrative Counseling Services**

As part of your integrative counseling evaluation, I will start with a full evaluation that will last at least one 60-90 minute session, but might require an additional session or two to complete, if there is a lot of information to gather. If you are requesting Gottman Couples therapy the standard intake consists of three 90-minute sessions before the action phase of counseling begins.

At the end of the evaluation we will discuss treatment plan options; which will be created specifically for you giving your input on what goals you have, what treatment recommendations you are comfortable with pursuing as well as my recommendations. Treatment options may include nutrition and diet, exercise and movement suggestions and an evaluation of sleep. If you are not comfortable with any of these modalities it is **entirely your choice and your responsibility to let me know.**

I believe taking time in nature is essential to mental health and self care, to this end I am open to conducting sessions outside walking on trails or in parks or sitting on benches in nature. This is an option for all clients upon request.

Counseling is a collaborative effort and journey that requires your participation. It is your responsibility to evaluate this information along with your own assessment about whether you feel comfortable working with me. If you have any questions about my procedures, we should discuss them as you become aware of them. If your doubts persist, I will be happy to help you secure an appropriate consultation with another mental health professional.

### **Self-Assessment Form**

Before your evaluation, it is important that you complete the Self-Evaluation Form in as much detail as possible. The information not only will be useful during your assessment, it will also help organize your thinking about your mental health, social, emotional, thought and relationship history and possible reasons for your present visit. They will also help me have a better understanding of you and your needs. If there is a question on the form that you do not wish to answer or cannot answer, you can leave it blank.

## **Professional Fees**

My hourly fee is \$100. Intake session that takes longer than one hour will be broken down into 15-minute increments (\$25 per 15 min). If you have an appointment scheduled and choose to only stay for part of the scheduled time that is your choice, but the hourly fee will still be charged as that time as set aside for you. How you choose to use it is up to you. In addition to appointments, it is my practice to charge this amount on a prorated basis for other professional services you may require such as report writing, telephone conversations which last longer than 5 minutes, consultations with other professionals, which you have authorized, preparation of records or treatment summaries or the time required to perform any other service which you may request of me.

## **Fee Structure**

My practice is fee-for-service. Payment is expected at the time of service, unless we agree otherwise. I accept cash, check, HSA, debit and credit card. A fee of \$30 will be charged for any returned checks. Extended payment plans are available in certain cases.

If your account is more than 60 days in arrears and suitable arrangements for payment have not been agreed to; I have the option of using legal means to secure payment, including collection agencies or small claims court. (If such legal action is necessary, the cost of bringing that proceeding will be included in the claim.)

## **Insurance Reimbursement: Working with your Insurance Company**

Mental health services may be covered in full or in part by your health insurance or employee benefit plan. You will want to check with your insurance company BEFORE beginning therapy to see if they reimburse, “Out of network, LPCC’s or Licensed Professional Clinical Counselors). This is up to the discretion of each insurance company. Most PPO policies will reimburse between 60-80% once your deductible is met, however, out of network benefits vary among carriers.

If your insurance company chooses not to reimburse you, you may be able to submit your sessions to your out of pocket medical expenses for your taxes. Check with your accountant or tax professional to see details concerning this option. Upon request I can provide a summary statement of amount billed for that purpose.

## **Why I do not contract directly with insurance companies:**

I have found that insurance companies limit the number of sessions, types of treatment options available for use, and what is considered “billable” for their purposes. For example, if your issues surround important relationship challenges, many insurance companies would not consider that a reimbursable concern and would deny an insurance claim. As a holistic therapist I look at the entirety of contexts an individual brings to session; whether that be depression and anxiety, addiction, attention deficit, relationships, work, social ability, family history, current state of overall health, or wellness and self improvement. The mission of my practice is to work with whatever you as the client finds important enough to bring to counseling, whether an outside agency thinks its important

or not.

### **Contacting Me**

I am often not immediately available by phone. While I am usually available between 9am and 4pm, I will not answer the phone when I am in session with a client. When I am unavailable, please leave a message on my voicemail and I will try to get back to you as soon as I can. I am the only person who has access to my voicemail, although usual caution in giving too many details is warranted. If it is a quick question regarding a time of appointment, feel free to text me and I will be able to respond more quickly. I will make every effort to return your call or text within 24 hours with the exception of weekends and holidays and calls made after office hours. If you are difficult to reach, please leave some times when you are available.

**If you cannot reach me, or you feel that you cannot wait for me to return your call, call a crisis hotline listed below or you should go to the emergency room at the nearest hospital and ask for the psychiatrist on call.**

### **Cancellation Policy**

I understand that events arise and appointments cannot always be kept and must be rescheduled. I request, however, that you **call 24 hours in advance** so that time may be rescheduled for another client. If your child awakens in the morning with a fever, call as soon as you can, or when you call them off of school in the morning. **The policy is to charge for late cancellations at 1/2 the full, regular session rate and missed appointments will be charged in full.** If you are able to reschedule within the same week, the 1/2 charge will be waived. These charges must be paid before the next scheduled appointment. Obviously there are situations that cannot be anticipated and these may be discussed at the next visit.

### **Discharge Policy**

If three or more appointments are missed without cancelling in advance, my policy is to discharge you from the practice. Please make every effort to either keep your appointment or call 24 hours in advance to cancel to avoid this.

Periodically, I will check in with you to see how you feel you are progressing towards your goals. Since this time is for you, you can always bring up areas you wish to change and we can alter the focus of treatment. Similarly, when you feel you are doing well enough please feel free to bring this up. It is my goal that you will one day not need my services, my feelings will not be hurt, and we can celebrate your success. Leaving counseling doesn't have to be abrupt either; in many instances we can begin to taper the frequency of sessions. Booster sessions are also an option if you would like to come back at some point in the future.

## **Confidentiality**

In general, the law protects the confidentiality of all communications between a client and practitioner and information can only be released to others with your written permission. There are also a number of exceptions to confidentiality. There are some situations, which I am legally required to take action to protect you and others from harm. If I believe that a child, elderly person or disabled person is being abused, I must file with the appropriate state agency. If I believe that a client is in danger of threatening bodily harm to self or another, I am required to take protective actions that may include notifying the potential victim, notifying the police or seeking hospitalization for the client or to contact the family members or others who can provide protection. These situations rarely occur, but if they should I will make every effort to fully discuss it with you before taking any action.

Should you have questions about these policies, please discuss them at your first session.