

## **SAN TAN COUNSELING**

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### **Out-Patient Counseling Services Agreement**

Welcome to San Tan Counseling. We are grateful for the opportunity to serve you and hope that your experience here will be worthwhile and productive. This agreement is designed to give you information to assist you in being able to make a clear and informed decision about service at San Tan Counseling. Please read it carefully and completely fill out the following pages. If you have any questions, please ask for assistance.

**Services:** San Tan Counseling provides individual and group counseling for individuals, couples, and families. We also provide mediation services for families or couples involved in divorce, custody disputes or similar kinds of conflicts.

**Goals and Outcomes:** Counseling is most useful in helping individuals, couples and families help themselves or improve their relationships by changing feelings, thoughts and behaviors. You determine the nature and amount of change you wish to make. Counseling requires an active effort on your part and is most successful when you work on and apply the things we will be talking about during our sessions.

**Benefits and Risks:** Most people experience improvement or resolution of the concerns that bring them to counseling, but of course, there are no guarantees and there are some risks. For example, counseling could open up new levels of awareness that may cause some anxiety or pain or other uncomfortable feelings such as sadness, guilt, anger, frustration, loneliness or helplessness.

**Sessions:** Individual sessions last for **50 minutes** and group sessions last for **60 to 90 minutes**. Our first session will involve an evaluation of your needs. When the evaluation is completed your therapist will be able to offer you his/her impressions of what those needs are and the direction therapy should pursue with a treatment plan to follow if you decide to continue with therapy. Therapy involves a large commitment of time, money and energy so you should be very careful about whom you select as your therapist. If you have any questions regarding your therapy, please feel free to discuss your concerns with the clinical director.

**Staff:** All of our therapists have either a Masters degree or a Ph.D. in a counseling discipline (social work, marriage & family therapy, counseling/clinical psychology) and are licensed by the State of Arizona as mental health professionals. All Masters Degree therapists receive individual and group supervision from the San Tan Counseling clinical director and clinical coordinator.

<b>Fees:</b> For individual, couple or family therapy	\$110.00 per session
For a late cancelled appointment	\$65.00 per session
For Group Therapy:	
Individual Group Therapy	55.00 for 60 minute group
	75.00 for 90 minute group
Couples Group Therapy	\$75.00 per session
Family Group Therapy	\$100.00 per session

Classes offered: Fees varies

Payment is due at the time of service. Additional services such as preparing written reports will be billed at the above individual rates per hour.

**Insurance Reimbursement:** It is the patient’s responsibility to know your contract benefits prior to coming to San Tan Counseling. You should also be aware that your contract with your insurance company requires that we provide it with relevant information regarding the services we provide you, such as a clinical diagnosis, treatment plan or summaries, or a copy of your clinical record. We will release only the minimum information necessary for the purposes requested. By signing this agreement you agree that we can provide requested information to your insurance carrier. Ultimately any financial obligation incurred will be the responsibility of the patient.

Our insurance billing is done by ConsulMED, a company in Utah. If there are any questions about billing or monthly statements please contact ConsulMED at 1-800-399-6438.

**Appointments:** We will make every effort to find an appointment time that works for you. In return, we ask that you be careful about keeping your appointments. If you must cancel, please give us 24-hour notice. Failure to give us advanced notice will result in a **charge of \$ 65.00**, except in emergency situations (if this happens, please discuss it with your therapist as soon as possible).

**Confidentiality:** We understand that the information you share in counseling is of a personal nature and that you would want it to remain private. Confidentiality will be maintained unless you give us written permission to share the information with others. However, the law requires us to disclose **some** information under certain circumstances: (1) court order or subpoena; (2) reasonable suspicion of child or adult abuse, neglect, exploitation, and/or endangerment; and (3) if we believe you are in real danger of harming yourself or someone else; (4) if a government agency is requesting information for health oversight activities; (5) if a client files a worker’s compensation claim and we are providing service related to that claim, we must, upon appropriate request, provide appropriate reports to the Workers Compensation Commission or the insurer. We may also disclose relevant information (6) in order to defend ourselves if a client files a complaint or lawsuit against us.

**Minors and Parents:** Clients under 18 years of age who are not emancipated and their parents should be aware that the law may allow parents to examine their child’s treatment records. Because privacy in counseling is often crucial to successful progress—especially with teenagers—it is sometimes our policy to request an agreement from parents that they consent to give up their access to their child’s records. If they agree, during treatment, we will provide them

with general information regarding the progress of their child's treatment and attendance at scheduled sessions. Divorced parents need to give common consent for review of child's records.

**Billing and Payments:** You are expected to pay for each service prior to the time it is held. San Tan accepts cash, check or credit/debit cards. If your account has not been paid for more than 60 days and arrangement for payments have not been agreed upon, we have the option of using legal means to secure the payment. This may involve a **collection agency** or going through small claims court which would require us to disclose otherwise confidential information. In most collection situations, the only information we release regarding a client's treatment is his/her name, the nature of services provided and the amount due. Any costs involved will be included in the claim.

**Client's Rights:** You have the right to review your records (with the consent of all adult clients included in that record); we ask you to do that in the presence of your therapist so any questions can be addressed. If you have any concerns or complaints about anything, we ask you to bring it to the attention of your therapist or of the San Tan Counseling Clinical Director at 480-982-2356.