

**COUNSELOR - CLIENT SERVICES AGREEMENT**

**\*\*Although this document is long and sometimes complex, it is very important that you read it carefully before your next appointment\*\***

Welcome to RHEMA Counseling & Support Services, PC. We consider it a privilege to meet your counseling needs. This document (the Agreement) contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and client rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that we provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment and health care operations. The Notice explains HIPAA and its application to your personal health information in greater detail. The law requires that we obtain your signature acknowledging that we have provided you a copy of this information at the end of this session. We can discuss any comments, questions or concerns you have about the procedures at that time. When you sign this document, it will also represent an agreement between us. You may revoke this Agreement in writing at any time. That revocation will be binding on us unless we have taken action in reliance on it; if there are obligations imposed on us by your health insurer in order to process or substantiate claims made under your policy; or if you have not satisfied any financial obligations you have incurred.

**Psychological/Counseling Services**

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the counselor and client, and the particular problems you are experiencing. There are many different methods we may use to deal with the problems that you hope to address. Psychotherapy is not like a medical doctor visit.

Instead, it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have many benefits such as better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Our first few sessions will involve an evaluation of your needs. By the end of the evaluation, your counselor will be able to offer you some first impressions of what the work will include and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with your counselor. Therapy involves a large commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about your counselor's procedures, we should discuss them whenever they arise. If your doubts persist, we will be happy to assist you in setting up a meeting with another mental health professional for a second opinion.

**Meetings With Your Counselor**

Your counselor will normally conduct an evaluation that will last from 2 to 4 sessions. During this time, you will both decide if he or she is the best person to provide the services you need in order to meet your treatment goals. If psychotherapy is begun, we will usually schedule one



45-60 minute session per week at a time we agree on, although some sessions may be longer or more frequent. Once an appointment is scheduled, you will be expected to pay the full amount of the session unless you provide 24 hours advance notice of cancellation [unless we both agree that you were unable to attend due to circumstances beyond your control]. It is important to note that insurance companies do not provide reimbursement for cancelled sessions.

### **Contacting Your Counselor**

Due to counselors work schedule, we are often not immediately available by telephone. When we are in the office, we probably will not answer the phone when we are with a client. When we are unavailable, you may leave a message with the office administrator or in our confidential voice mailbox that is monitored frequently. We will make every effort to return your call on the same day, with the exception of weekends and holidays. If you are difficult to reach, please inform us of some times when you will be available. If you are in imminent harm to yourself and/or others, or you are experiencing another type of mental health crisis during non-business hours including weekends and holidays, we ask that you call the RHEMA CSS crisis phone number provided to you by your counselor. If for some reason, you are unable to reach the crisis counselor on call in a timely manner, contact Durham Center Access at (919) 560-7100 if you reside in Durham County or Wake Crisis Services at (919) 250-3133 if you reside in Wake County, or go to your nearest emergency room and ask for the counselor or psychiatrist on call. If your counselor will be unavailable for an extended time, he or she will provide you with the name of a colleague to contact, if necessary.

### **Minors & Parents**

Children of any age have the right to independently consent to and receive mental health treatment without parental consent and, in that situation; information about that treatment cannot be disclosed to anyone without the

child's agreement. While privacy in psychotherapy is very important, particularly with teenagers, parental involvement is also essential to successful treatment and this requires that some private information be shared with parents. It is RHEMA Counseling & Support Services, PC's policy not to provide treatment to a child under 12 unless he/she agrees that we can share whatever information we consider necessary with his/her parents or legal representative. For children 12 and over, we request an agreement between the client and his/her parents allowing us to share general information about the progress of the child's treatment and his/her attendance at scheduled sessions. We will also provide parents with a summary of their child's treatment upon request when it is complete. Any other communication will require the child's Authorization, unless we feel that the child is in danger or is a danger to someone else, in which case, we will notify the parents of our concern. Before giving parents any information, the counselor will discuss the matter with the child, if possible, and we will do our best to address any objections he/she may have.

### **Release of Your Protected Health Information PHI**

The law protects the privacy of all communications between a client and a counselor. In most situations, we can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by HIPAA. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

- Consent to treat you or your minor child to include assessments, counseling and other professional services in which RHEMA Counseling & Support Services, PC are legally authorized or endorsed to render.
- Consent to consult other health and mental health professionals about a case. During a consultation, we make every effort to avoid revealing the identity of any client. The other



- professionals are also legally bound to keep the information confidential. If you don't object, we will not tell you about these consultations unless we feel that it is important to our work together. We will note all consultations in your Clinical Record (which is called "PHI" in my Notice of Counselor's Policies and Practices to Protect the Privacy of Your Health Information).
- You should be aware that we practice with other health professionals and that we employ administrative staff. In most cases, we need to share protected information with these individuals for both clinical and administrative purposes, such as scheduling, billing and quality assurance. All of the mental health professionals are bound by the same rules of confidentiality. All staff members have been given training about protecting your privacy and have agreed not to release any information outside of the practice without the permission of a professional staff member.
- At times, we also have contracts with other businesses. As required by HIPAA, we have a formal business associate contract with these business(es), in which it/they promise to maintain the confidentiality of this data except as specifically allowed in the contract or otherwise required by law. If you wish, we can provide you with the names of these organizations and/or a blank copy of this contract.
- Disclosures required by health insurers or to collect overdue fees are discussed elsewhere in this Agreement.

## **LIMITS OF CONFIDENTIALITY**

If we believe that a client presents an imminent danger to his/her health or safety, we may be obligated to seek hospitalization for him/her, or to contact family members or others who can help provide protection. There are some

situations where we are permitted or required to disclose information without either your consent or Authorization:

- If you are involved in a court proceeding and a request is made for information concerning the professional services that we provided you, such information is protected by the counselor-client privilege law. We cannot provide any information without your written authorization, or a court order. If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order us to disclose information.
- If a government agency is requesting the information for health oversight activities, we may be required to provide it for them. If a client files a complaint or lawsuit against RHEMA Counseling & Support Services, PC or an individual provider within the agency, we may disclose relevant information regarding that client.
- If a client files a worker's compensation claim, and our services are being compensated through workers compensation benefits, we must, upon appropriate request, provide a copy of the client's record to the client's employer or the North Carolina Industrial Commission.

There are some situations in which we are legally obligated to take actions, which we believe are necessary to attempt to protect others from harm and we may have to reveal some information about a client's treatment. Though these situations are unusual in our practice, we would like to make you aware of them:

- If we have cause to suspect that a child under 18 is abused or neglected, or if we have reasonable cause to believe that a disabled adult is in need of protective services, the law requires that we file a report with the County Department of Social Services. Once such a report is filed, we



may be required to provide additional information.

- If we believe that a client presents an imminent danger to the health and safety of another, we may be required to disclose information in order to take protective actions, including initiating hospitalization, warning the potential victim, if identifiable, and/or calling the police.

If such a situation arises, we will make every effort to fully discuss it with you before taking any action and will limit my disclosure to what is necessary. While this written summary of exceptions to confidentiality should prove helpful informing you about potential problems, it is important that we discuss any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex, and we are not attorneys. In situations where specific advice is required, formal legal advice may be needed.

## **CLIENT RIGHTS**

HIPAA provides you with several new or expanded rights with regard to your Clinical Records and disclosures of protected health information. These rights include requesting that we amend your record; requesting restrictions on what information from your Clinical Records is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about my policies and procedures recorded in your records; and the right to a paper copy of this Agreement and our privacy policies and procedures. We are happy to discuss any of these rights with you. In addition, you will receive a copy of these rights in RHEMA Counseling & Support Services, PC's Notice of Privacy Practices. We reserve the right to revise the terms of this Notice and make the new Notice effective for all medical information that we maintain. A copy of these revisions will be posted online at [www.rhemacss.com](http://www.rhemacss.com). You may also obtain a copy from our office located at 5317 Highgate Drive, Durham, NC

27713 or you may request a copy by calling (919) 544-1300.

## **PROFESSIONAL RECORDS**

You should be aware that, pursuant to HIPAA, we keep Protected Health Information about you in two sets of professional records. One set constitutes your Clinical Record. It includes information about your reasons for seeking therapy, a description of the ways in which your problem impacts on your life, your diagnosis, the goals that we set for treatment, your progress towards those goals, your medical and social history, your treatment history, any past treatment records that we receive from other providers, reports of any professional consultations, your billing records, and any reports that have been sent to anyone, including reports to your insurance carrier. Except in unusual circumstances that involve danger to yourself and/or others or the record makes reference to another person (unless such other person is a health care provider) and we believe that access is reasonably likely to cause substantial harm to such other person, you may examine and/or receive a copy of your Clinical Record, if you request it in writing. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, we recommend that you initially review them in our presence, or have them forwarded to another mental health professional so you can discuss the contents. We are sometimes willing to conduct this review meeting without charge. In most circumstances, we are allowed to charge a copying fee of \$0.50 per page (and for certain other expenses). If we refuse your request for access to your records, you have a right of review, which we will discuss with you upon request.

In addition, we also keep a set of Psychotherapy Notes. These Notes are for our own use and are designed to assist us in providing you with the best treatment. While the contents of Psychotherapy Notes vary from client to client, they can include the contents of our conversations, our analysis of those conversations, and how they impact on your therapy. They also contain particularly sensitive information that you may reveal to



your counselor that is not required to be included in your Clinical Record and information revealed confidentially by others. These Psychotherapy Notes are kept separate from your Clinical Record. Your Psychotherapy Notes are not available to you and cannot be sent to anyone else, including insurance companies without your written, signed Authorization. Insurance companies cannot require your Authorization as a condition of coverage nor penalize you in any way for your refusal to provide it.

### **PROFESSIONAL FEES**

Fees for services will be discussed with your individual counselor during your initial visit. Co-pays are expected at the time of each service. Medicaid provides 100% coverage for recipients under the age of 21; however, a \$3.00 co-pay for recipients over the age of 21 is required and expected at the time of each appointment. Services are provided upon the authorized approval of your insurance provider. You will be charged \$35.00 for missed appointments unless you cancel within 24 hours of your appointment. Cash or personal checks are acceptable methods of payment and we will provide a receipt for all fees paid. A fee of \$40.00 will be charged for returned checks.

In addition to weekly appointments, charges may incur for other professional services you may need. Other services include report writing, telephone conversations lasting longer than 15 minutes, consulting with other professionals (with your permission), preparation of records or treatment summaries, and the time spent performing any other service you may request of our agency. If you become involved in legal proceedings that require our participation, you will be expected to pay for all of our professional time, including preparation and transportation costs, even if we are called to testify by another party. Because of the difficulty of legal involvement, RHEMA Counseling & Support Services, PC charges \$150.00 per hour for preparation and attendance at any legal proceeding.

### **BILLING AND PAYMENTS**

You will be expected to pay for each session at the time it is held, unless we agree otherwise or unless you have insurance coverage that requires another arrangement. Payment schedules for other professional services will be agreed to when they are requested. In circumstances of unusual financial hardship, we may be able to negotiate a fee adjustment or payment installment plan

If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, we have the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court which will require us to disclose otherwise confidential information. In most collection situations, the only information released regarding a client's treatment is his/her name, the nature of services provided, and the amount due. If such legal action is necessary, its costs will be included in the claim. **\*\*Please discuss this and all other financial questions with the Office Administrator during your initial visit\*\*.**

### **INSURANCE REIMBURSEMENT**

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. We will fill out forms and provide you with whatever assistance we can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of fees. It is very important that you find out exactly what mental health services your insurance policy covers.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, we will provide you with whatever information we can based on my experience and will be happy to help you in understanding the information you receive from your insurance company.



If it is necessary to clear confusion, we will be willing to call the company on your behalf.

Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. “Managed Health Care” plans such as HMOs and PPOs often require authorization before they provide reimbursement for mental health services. These plans are often limited to short-term treatment approaches designed to work out specific problems that interfere with a person’s usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions. While much can be accomplished in short-term therapy, some clients feel that they need more services after insurance benefits end. Some managed-care plans will not allow us to provide services to you once your benefits end. If this is the case, we will do our best to find another provider who will help you continue your psychotherapy.

You should also be aware that your contract with your health insurance company requires that we provide it with information relevant to the services that we provide to you. We are required to provide a clinical diagnosis. Sometimes we are required to provide additional clinical information such as treatment plans or summaries, or copies of your entire Clinical Record. In such situations, we will make every effort to release only the minimum information about you that is necessary for the purpose requested. This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, we have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. We will provide you with a copy of any report we submit, if you request it. By signing this Agreement, you agree that RHEMA Counseling & Support Services, PC can provide requested information to your carrier.

Once we have all of the information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to end your sessions. It is important to remember that you always have the right to pay for your services yourself unless prohibited by your health insurance contract.

### **COMPLAINT/GRIEVANCE PROCEDURE**

You are encouraged to discuss any questions or concerns you have about entering a counseling relationship or about the counseling process described in this agreement. If you are dissatisfied with any aspect of your treatment, please inform us so we can determine if our work together can be more efficient and effective or whether a referral would be appropriate.

If at any time during your experience with RHEMA Counseling & Support Services, PC you believe that you have not been treated fairly or ethically, and we cannot resolve the problem to your satisfaction, you have the right to contact:

#### **Disability Rights NC:**

3724 National Drive, Suite 100  
Raleigh, NC 27612

Toll-Free: 877-235-4210

Phone: 919-856-2195

You may also contact:

#### **North Carolina Board of Licensed Professional Counselors:**

P.O. Box 77819  
Greensboro, NC 27417

(844) 622-3572

(336) 217-6007