**True North Counseling & Consultation, LLC**

[**www.foundtruenorth.com**](http://www.foundtruenorth.com)

**15 12th Street, Suite 212/212a**

**POB 2155, Petersburg, AK 99833**

**Local & within AK:907-650-7292/Lea:406-560-5683/Jeigh:406-202-0576**

**Client-Provider Agreement**

Welcome to True North Counseling and Consultation (TNCC). This agreement contains important information about our professional services and business practices. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPPA), a federal law that provides privacy protections and patient rights with regard to the use and disclosure of your Protected Health Information (PHI) used for treatment, payment and health care operations.

**Information About Your Provider:**

Lea Stanton Gregor received her Master of Science in Health and Human Development from Montana State University—Bozeman, which has been accredited by the Council on Accreditation of Counseling and Related Educational Programs (CACREP). Her degree is specific to counseling and emphasized marriage and family therapy. Lea is a Licensed Professional Counselor in the state of Alaska and Montana and has been working with people in a therapeutic environment since the year 2000. She has experience and training working with a variety of issues such as marital/couples concerns, parenting skills, anxiety, depression, sexuality ADD/ADHD, Autism Spectrum Disorders, oppositional/defiant behaviors, attachment issues, life transitions (marriage, divorce, blended families, young/old adulthood, children leaving home), grief and loss (including pet loss), domestic violence, sexual/physical abuse, PTSD, substance abuse/dependency issues, and basic stress management skills. Lea has provided treatment within community mental health, residential treatment, adolescent wilderness therapy programs that heavily emphasized family involvement, and private practice. Lea offers her services in office and distance to adults, couples, families, children, adolescents, and other organizations needing consultation.

Jeigh Stanton Gregor earned his Master of Arts degree in Counseling Psychology from Prescott College, Arizona. He is a Licensed Professional Counselor in Alaska and has worked in the field of helping people in various environments since the year 2001. His experience includes working with adolescents and families through programs such as residential treatment, Fresh Start (building homes with youth as part of their rehabilitation), wilderness therapy programs for adjudicated and at-risk youth, community mental health, school counseling, and private practice. He also has thorough knowledge and experience working with depression, anxiety, grief, life transitions, family dynamics, couples, ADD/ADHD, Autism Spectrum Disorders, OCD, PTSD, oppositional/defiant behavior, attachment issues, substance abuse/dependency issues, and basic stress management skills. Through his work he has become a leader in training and consulting with programs to help increase the skill level of staff when working with adolescents in a variety of circumstances. He offers his services in office and distance to adults, children, adolescents, couples, families, and other organizations needing consultation.

## **What Clients Can Expect:**

During the first session or two, we will ask each person present in the session to express their view of the problem and begin to help them establish treatment goals. However, therapy has benefits and risks. While it has been empirically demonstrated that therapy has substantial benefits for those who invest themselves in the process along with commitment and realistic expectations, it also has risks that may include experiencing uncomfortable feelings, conflicts and/or struggles. It is not unusual for things to get worse before they get better. Moreover, the process is not predictably linear such that even when clients are improving, periodic setbacks do occur. These should be expected and are a normal part of the healing process. Change is frequently possible, but usually not easy. As a rule, therapy is most effective when clients are open, actively engaged, and willing to work collaboratively with their therapist toward mutually agreed upon goals.

**Confidentiality:**

All client information will be kept strictly confidential within TNCC unless you give written authorization. Except in emergencies, verbal authorization will not be sufficient. However, there are certain conditions under which confidentiality may be breached:

1. If a client threatens to harm himself/herself we may be obligated to seek hospitalization for him/her or to contact family members or others who can help provide protection (such as a physician or other mental health professionals).
2. If it is disclosed that a child or elderly or other vulnerable person is being sexually or physically abused, we are bound by law to report it.

3. If someone is a danger to themselves or others, then we are bound by law to protect

 you and/or the other person. The other person would be warned and the police

 notified.

4. In legal proceedings, the courts usually respect your rights to confidentiality.

 However, a judge could order us to testify in certain situations, such as a contested

 custody proceeding in a divorce, and, under these circumstances, we must do so.

1. If a government agency is requesting the information for health oversight activities,

 we may be required to provide it.

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If you have elected to participate in on-line or teletherapy you acknowledge that the possibility of a third party inadvertently having access to your confidential information is a potential risk factor with this mode of communication. We will do our best to maintain your confidentiality in the best way possible, but this risk still remains. \_\_\_\_\_\_\_\_\_

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**Minors:**

Parents or legal guardians have rights to information regarding treatment with their children. However, in order for therapy to be effective, the child must have an assurance of confidentiality. Because of this, it is our policy to ask parents to agree that information will be shared only with the child’s permission, except in situations where the child’s safety is at stake. Parents are encouraged to ask about the therapy and participate in family sessions as suggested by your therapist. Your child and therapist will talk with you about your concerns and will share information that is clinically optimal for the child. It is important to note that Alaska law states a minor has a right to not share any information regarding substance abuse/dependency issues in treatment without written consent.

**After Hours and Emergencies**:

During those times when we are unavailable, you may leave a message at one of our numbers listed at the beginning of this form and we will return your call as soon as possible. Please allow up to 24-hours for us to return your call. TNCC does not typically provide after hours or emergency services. If you are having a mental health emergency, please call one of the numbers below. For immediate assistance call 911.

In emergency situations please call:

1. Petersburg Police Department: 1-907-772-3838
2. Petersburg Medical Center: 1-907-772-4291

**Canceled Appointments:**

We understand that our clients lead busy lives and emergencies sometimes arise. In addition, childcare can sometimes be a challenge for those clients with young children. However, for the sake of continuity of care, it is very important to maintain your regular scheduled appointments. There is no charge for canceling a previously scheduled appointment one business day in advance. This allows sufficient time for us to schedule other clients who need an appointment. Thus, in order to cancel an appointment for 9:00 a.m. on Monday, you would need to call on that previous Friday. Except in emergencies (or unexpected illness), the first “no show” or appointment canceled without a one day notice will be billed at one-half of your established hourly rate.

# **Insurance**

We are preferred providers with Premera, Blue Cross/Blue Shield. This includes federal and state Blue Cross/Blue Shield plans. If you have insurance other than Premera/Blue Cross, it is imperative that you call and find out your insurance benefits for counseling as we are considered out-of-network by most other plans. As a courtesy, our billing person will provide a benefit check. Your out-of-pocket costs may be different than the benefit check provided, and we strongly urge you to communicate directly with your insurance company to understand payment of claims for counseling services. If your insurance covers our services, TheraThink will be submitting these claims. This requires providing your insurance company with a diagnosis and dates of service. In some cases, insurance companies will request more information about your particular situation to justify the therapy you have chosen to receive, and this will require your therapist to provide a brief synopsis of your situation to your insurance provider.

You should contact your insurance carrier right away to find out about your counseling benefits. Co-pays/co-insurance will be collected at the time of service, or in a manner agreed upon by you and your therapist. Billing will be conducted through TheraThink.

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It is important for you to carefully read the section in your insurance coverage booklet that describes mental health benefits. Your coverage, co-payments, and benefits could be quite different from your regular medical coverage. If your insurance policy includes a managed care component, then you may be required to obtain pre-authorization. It is your responsibility to determine if pre-authorization must be obtained by you prior to treatment. Calling your insurance company may be the best way to determine your mental health benefits.

## **Fees for Services:**

We work with our clients to make therapy as accessible as possible. Currently, our in-network rate as set by Premera ranges from $118-$175 depending on the session code billed. Your portion is the amount set by your plan. Co-pays for Premera/Blue Cross plans typically range between $17-$35 per visit and will be due at the time of service or as agreed upon by you and your therapist. All other out-of-network insurances will be billed $175 for a standard 55-minute in office session and may be subject to your deductible depending on your particular mental health benefits. We will do our best to help offset any unexpected cost, and would be glad to work out a payment plan as necessary. For those without insurance (or limited insurance coverage) we offer a cash rate of $100, and as required under law, we will provide a Good Faith Estimate in accordance with the No Surprise Act that went into effect 1/1/2022. Longer and/or shorter sessions are also available, and fee agreements will be discussed at that time if you and your therapist decide on one of these options. Other fees, such as preparing court requested documents, will be discussed as necessary as the need arises. We also offer teletherapy, and this is billed at the same rate as in-person therapy. If you’ve determined that your insurance covers counseling, it is likely they will cover telehealth in the same manner. **We will have some limited options available for clients in financial need (income dependent). Please speak with us directly regarding financial concerns.** It is important for you to speak directly with your provider regarding financial issues, so you and your therapist can work out any complications you may have regarding fees. Insurance billing will be conducted through TheraThink. Fees not billed to insurance will typically be due at the time of service.

**Agreement:**

I have read and accept the terms explained by this agreement and herby authorize True North Counseling & Consultation, LLC to release relevant information as necessary to TheraThink, my insurance carrier, and/or or other programs (such as an EAP) to help TNCC acquire reimbursement.

I understand that my therapist may consult with other professionals to help me reach my treatment goals and that at no time is any identifying information given about me without my written consent or in the event where my therapist is legally bound as described in the “Confidentiality” section.

I understand that I am responsible for contacting my insurance company for information regarding benefit coverage, deductibles, and preauthorization (if needed) as soon as possible. I realize that this does not guarantee insurance payment and I am responsible for services rendered regardless of insurance payment.

I understand that if I’m not using insurance, I have a right to a Good Faith Estimate (GFE) in writing and/or verbally.

I understand that additional information may be added to this agreement and that I will be informed of such changes in writing.

I understand that when I sign this document, it will represent an agreement between myself and TNCC. I may terminate this agreement in writing at any time. However, this agreement will remain binding until outstanding financial obligations are all met and the case is closed.

I understand that this information is required by the Board of Professional Counselors which regulates all licensed professional counselors. If I have a complaint about any professional counselor I work with, it is my right to contact the licensing board and their address is as follows: *Department of Commerce, Community, and Economic Development, Division of Corporations, Business and Professional Licensing, P.O. Box 110806, Juneau, AK 99811-0806, 907-465-2551.*

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Client signature Date

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Client signature Date

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Therapist signature Date