

Professional Disclosure Document

Tess Collins, M.Ed., LPC

Licenses and Certifications: Licensed Professional Counselor: North Carolina: #14681

Licensed Professional Counselor: Ohio # C.1801047

Address: 3410 Healy Dr. Suite 207, Winston Salem, NC 27103

Cell Phone: 859-699-3827

Appointment Line: 336-793-7005

Email: Tess@NewLifeWinston.com

Web Address: www.NewLifeWinston.com

Qualifications: I earned my Master of Education in Counseling Psychology in 2011 from Temple University in Philadelphia, PA. I have 3.5 years of post-graduate counseling experience, in addition to 4 years' post-graduate, non-direct, clinical counseling work. I have worked as a behavioral health therapist, a behavioral health specialist, a case manager, and a program coordinator in the behavioral health and chemical dependency fields.

Counseling Background: I completed my clinical internship with the Office of Counseling and Health at Drexel University in Philadelphia, PA. After completing my internship and receiving my Master's degree, I accepted a counseling position at an outpatient community behavioral health agency located in north Philadelphia. After a year of working in outpatient counseling, I began working as a counselor in a psychiatric rehabilitation program serving adults diagnosed with a mental health and/or substance use disorders who were also living with HIV. I provided individual counseling and facilitated a counseling group for women survivors of trauma. In addition to my direct counseling experience, I have also held positions as a Behavioral Health Specialist and a Project Coordinator for substance use integrated primary care grants.

I have worked with all ages, but have the most experience with adults from underserved communities and marginalized groups. I have served a diverse population of clients seeking counseling to improve their health and wellbeing.

As a counselor, my role is to support you through making changes, developing healthier coping skills, and provide a safe, non-judgmental space to process your thoughts and feelings. I like to help clients feel empowered and I use a variety of counseling techniques that best fit your needs and goals. I work from an integrated theoretical approach using humanistic, existential, and cognitive theories. I have worked with clients on a variety of issues including: depression, anxiety, mood swings, anger management, trauma, substance use, identity, self-esteem, relationships, and major life transitions. I have experience using Motivational Interviewing for behavior change and most recently completed training for Eye Movement Desensitization and Reprocessing therapy (EMDR). I am engaged in ongoing consultation for EMDR as I integrate this treatment into my practice.

Counseling Services: I provide counseling services to individuals including children and adolescents ages 3 to 17, and adults of all ages. A standard counseling session is 53 minutes in length (extended time for sessions can be arranged). Group therapy sessions are 1 -2 1/2 hours depending on the group size and meeting location. The scheduling needs and frequency of sessions will be determined on a case-by-case basis. Counseling services are provided at the offices located on Healy Dr. Counseling services are offered to anyone without regard to age, disability, ethnic group, gender, race, and/or religion.

FEES AND SERVICES:

- Free Screening: A brief (10-15 min) screening with the Practice Director is offered at no-charge and may be conducted in-person or by telephone as time allows.
- Telephone Consults: There is no charge for brief telephone calls with clients. Calls exceeding 5 minutes are charged at the rate of \$20 per 10 minute time unit. Health insurance won't cover the cost of Telephone Consults.

In-office Service and fees:

- Brief Coaching Sessions: We don't offer therapy sessions under 40 minutes as we believe that it's impossible to do justice to the therapeutic process in such a brief time. However, we do offer brief coaching sessions. \$100 for up to 40 minutes for Individual Office Session (additional time billed in 10 minute increments at \$20 per unit) Must be scheduled in advance, in person or by phone. All other sessions are assumed to be 50 minutes. Insurance WILL NOT pay for coaching sessions.
- Full-Length Sessions: \$130 per 50-minute hour for Individual Office Session. \$140 for 50-minute family sessions (additional \$30 for high conflict cases). Additional session time, if time allows, is billed in 10 minute units at \$20 per unit. If you arrive more than 5 minutes late for your session, your session may be rescheduled or reclassified as a brief coaching session (insurance will not pay for coaching sessions).
- Extended Sessions: Individuals, Couples or Families may choose longer session times. Couples and families often need and/or benefit from having additional time. The extended portion of these sessions are not covered by insurance. It is preferable that these are scheduled in advance but the time may be extended, if time allows, and after 50 minutes is billed in 10 minute units at \$20 per unit including a 10-minute break for each hour.
- Groups: \$60 per 1 1/4 hour for In-Office Group Session
- Crisis Sessions: \$225 for the first hour plus \$130 for each additional 30-minute unit.

SERVICES THAT MAY BE PROVIDED INSIDE OR OUTSIDE OF THE OFFICE:

• Forensic Services: Forensic services are not covered by insurance and include preparing therapy notes or other documents for legal use, depositions, interviews or court testimony. We are not forensic experts and therefore we will not voluntarily participate in any custody dispute or other litigation in which a client is involved. These types of issues can damage the therapeutic relationship beyond repair. We will not make, under any circumstances, any recommendations as to visitation or custody regarding our clients, their family or foster children. As a rule, we will not give testimony or records unless compelled to do so by a court having jurisdiction over this practice. If our records or we are subpoenaed, records compilation, depositions and court testimony (including being placed on "standby" whether we are actually called to testify or not), are billed at \$300.00 per hour with a minimum charge of eight (8) hours per day, for a total of \$2400.00 per day, plus travel and incidental expenses, payable no later than the time the records are delivered or 7 days prior to the time of deposition/appearance, whichever is sooner. If you anticipate legal involvement, we strongly advise that you consider hiring a forensic expert. However, if you elect to engage us in any legal matters we encourage you to begin making installment payments ahead of time so that you will not have to pay this bill in a lump sum and at the same time you are paying an attorney and court costs. Payment must be made by certified bank check or USPS postal money orders made out to New Life Counseling Center and delivered to the Director of the practice. Cash or checks will not be accepted.

Payment is due at the time of service for in-office sessions. Payment can be made by cash, check, or by credit card. There is no sliding fee schedule at this time. We don't accept Medicaid. However, we will gladly bill the insurance company for those clients who have private insurance coverage. This is done as a courtesy to you and doesn't guarantee that your insurance will cover all or a part of your therapy. You are responsible for any unpaid balances. The NSF fee for a bad check is \$40. Any unpaid balance after 30 days may be reported to the credit reporting agencies and/or forwarded to collections, and may accrue additional fees from the collections company as well as a \$50 late fee applied monthly. Any unpaid balances at the end of the year may be reported to the Internal Revenue Service as "bad debt". These situations are highly problematic to the therapeutic relationship and can easily be averted by paying your bill in a timely manner.

Use of Diagnosis: Some health insurance companies will reimburse clients for counseling services and some will not. In addition, most insurance companies will require a diagnosis of a mental-health condition and indicate that you must have an "illness" before they will agree to reimburse you. Some conditions for which people seek counseling do not qualify for reimbursement. If a qualifying diagnosis is appropriate in your case, I will inform you of the diagnosis before we submit the diagnosis to the health insurance company. Any diagnosis made will become part of your permanent insurance records

Social Media: Although I may participate in a number of social media activities, I maintain clear boundaries between my personal and professional life. Please don't be offended, but I do not accept requests for connection through social media sites from my clients, former clients or their family members.

Electronic Communication: During the initial gathering of data, I will ask you for an e-mail address and ask permission to send you information regarding appointments and other business matters via e-mail. You have the right to deny me this information. Confidentiality of information shared through e-mail or text cannot be guaranteed. If you give me permission to contact you through e-mail or text, you accept responsibility for any breach of confidentiality. As a general rule, I do not do therapy via e-mail, on-line chat, text, or phone. I do not routinely use Skype or other video methods for therapy sessions; however, in special circumstances a meeting via a HIPAA compliant video method may be conducted.

Cancellations and Missed Appointments: You have the responsibility to be on time for your appointments. If you are unable to keep your office appointment, you must provide 24-hour notice (by 2:00 pm on Friday for Monday appointments) or you will be billed \$100 for the missed session. If you miss more than 2 appointments, I reserve the right to place you on a same-day scheduling status. Excessive cancellation with more than 24 hour notice may result in you losing your standing appointment status

Confidentiality: Discussions between you and me, and even the fact that you are in counseling with me, are confidential. All of the employees/business associates in my agency are responsible for maintaining secrecy and confidentiality of all client records. In addition, if I see you in public, I will protect your confidentiality by greeting you only if you greet me first. All of our communication becomes part of the clinical record, which is accessible to you upon request. However, therapy notes may not be released, at my discretion, without a court order signed by a judge. I will keep confidential anything you say as part of our counseling relationship, with the following exceptions. These exceptions include, but are not limited to, the following situations:

1. If I determine that you may be a danger to yourself or others.

2. If you provide information that leads me to believe that a child (under 18 years of age), elderly person (65 or older), or a disabled adult is or has been abused or neglected.
3. A court order has been issued to release information about you and your clinical record. 4. If you request in writing that I may release information about you.

Client Rights: I am an independent contractor who provides services to New Life Counseling Center, PLLC's clients. I assume full responsibility for my actions in the provision of services, scheduling, insurance billing and collections. I determine how, when and where I provide services, within the confines of the operating hours of the practice and the agreed upon fees. I render counseling services in a professional manner consistent with accepted ethical standards. If at any time for any reason you are dissatisfied with my services, please let me know. As a client, you are in complete control and may end our counseling relationship at any time, though I do ask that you participate in a termination session. You also have the right to refuse or discuss modification of any of my counseling techniques or suggestions that you believe may not be beneficial or may be harmful.

Contact Information: The best way to contact me during business hours is through my cell phone at **859-699-3827**. If you contact me by phone, you can leave a confidential message for me through my voicemail. I check my voicemail throughout the business day, between appointments as time allows, but always at the end of the business day (nights, weekends and holidays are excluded). Business hours are Monday through Friday, 9 am- 6 pm.

If you are having thoughts of hurting yourself, someone else, or are concerned about you or someone else's safety or have another emergency, please call 911, the Winston Salem 24-hour mental health center at **866-275-9552**, the National Hopeline Network at 1-800-784-2433, (1-800-SUICIDE) or go to your local emergency room.

Complaint Procedures: If at any time you become dissatisfied with any aspect of your counseling experience, please inform me immediately or contact the practice Director, Donna Dunlap. I abide by the ACA Code of Ethics which can be found at the following web address: <http://www.counseling.org/Resources/aca-code-of-ethics.pdf> If you believe that you have been treated unethically by me (or any other counselor) and you have been unable to resolve the matter with me, you may contact:

North Carolina Board of Licensed Professional Counselors

PO Box 77819
Greensboro, NC 27417 Phone: 844-622-3572
Fax: 336-217-9450
E-mail: LPCinfo@ncblpc.org

I have read and received a copy of this professional statement for my records:

Client Signature: _____ Date: _____

Parent Signature (clients under 18): _____ Date: _____

Therapist signature: _____ Date: _____

August 8, 2019