



## FOOTPRINTS COUNSELING, PLLC INFORMATION

### ***PURPOSE***

You have come to Footprints Counseling, PLLC for counseling with Joseph B. Alexander, LMFT for help with some personal concerns. I appreciate the trust you have placed in us and acknowledge this positive step to reach out, and I pledge to cooperatively work with and journey with you in this process. During the course of this relationship, questions may arise about Footprints Counseling and our work. Please feel free to discuss any questions or concerns with me, your counselor. The information below will help you know more about Footprints Counseling and Joseph B. Alexander, LMFT.

### ***ABOUT US***

Footprints Counseling, PLLC was established in January 2014 and is owned by Joseph B. Alexander, LMFT. All counseling is in accordance with NC state laws pertaining to licensure of counselors and therapists. Joseph is credentialed by the NC Licensure Board for Marriage and Family Therapy #1184 respective professional organizations and is a clinical member of AAMFT. He is also mandated to carry Professional Liability Insurance.

### ***CONFIDENTIALITY***

Your counseling, including your records, is treated with the strictest confidentiality. The only exceptions to this are (1) when matters of harm to yourself or others become known to the counselor, and (2) matters of professional consultation or supervision by your counselor on behalf of your treatment, (3) when records or your counselor are subpoenaed through the legal system. (4) Review by your insurance company. (5) Review by an accrediting agency. We abide strictly by HIPAA regulations to protect your confidentiality. Any other information will be shared only with your signed consent. Please feel free to discuss these important matters with your counselor.

### ***FEES***

Services at Footprints Counseling, PLLC supported by client fees... "Fee for Service." Current costs per 45-50 minute individual, couple, or group session (1-1/2 hr.) are \$140 for 90791 (1<sup>st</sup> Intake session) and \$110 for 90834 45-50 mins. and \$130 for 90847 (client w/family). We realize that in some cases persons are unable to pay the full fee, and if you need to discuss

It is expected that fees will be paid at the time of your appointment. All applicable deductibles and co-pays are due at the time of the appointment. Checks should be made payable to **Footprint Counseling, PLLC**. We also accept Visa or MasterCard and AMEX.

**Please note: Fees will be charged for missed appointments (\$55 or up to the full rate) which are not canceled 24 hours in advance. Monday appointments need to be canceled no later than the Friday (noon) before. Charges for missed appointments canceled with less than 24 hour notice must be paid prior to scheduling future sessions.**

**NSF Check Charge:** Footprints Counseling, PLLC will charge a \$25.00 fee for any checks returned as NSF. If this ever occurs, you will be asked to remit funds to pay for the NSF check + the \$25.00 fee.

(over)

## ***INSURANCE***

If you plan to use insurance in payment for your counseling, please provide insurance information on your profile in the [www.therapyappointment.com](http://www.therapyappointment.com) program prior to your first visit. If insurance coverage is not verified prior to the first visit, you will be asked to pay the full charge of the visit. Since many insurance companies require pre-authorization for services before they are provided, you may be asked to communicate with your insurance company. I will assist you in this process if necessary. Should insurance decline to pay for your counseling, you will be responsible for any charges incurred. Insurance charges not paid within 45 days will become the responsibility of the client.

We do not file insurance for marital visits, but if your insurance will allow for the session to be filed as family/couple, it may be covered. Otherwise the session will be charged at the regular rates.

## ***ACCOUNT INFORMATION***

Questions or concerns about accounts (billing and insurance) may be directed to your counselor, Joseph, 336-893-8727.

## ***APPOINTMENTS***

Return appointments are decided upon by you and your counselor. Appointments usually last 45-50 minutes. If circumstances prevent you from meeting an appointment, please call us so that the time may be given to someone else. (Please call 336-893-8727 or change the appointment in [www.therapyappointment.com](http://www.therapyappointment.com) as soon as possible if you cannot make the appointment) Please be advised that appointments may be changed or canceled without a fee being incurred only if a 24-hour notice is given.

## ***AFTER HOURS EMERGENCIES***

If you have an emergency **after our regular business hours** and you are a current client of Footprints Counseling, PLLC, please call 911 or go to the emergency room of the your closest hospital.

## ***EVALUATION AND REFERRAL***

After assessing your personal situation and concerns, we will evaluate your needs and whether Footprints Counseling and Joseph B. Alexander, LMFT is the best resource of for help. I will make referrals to other professionals or agencies when this seems indicated.

## ***PARKING AND OFFICE SPACE***

There is plenty of parking spaces are available for all of the clients who come to the 3410 Healy Drive professional building. Footprints Counseling, PLLC is located in Suite 200-A and clients are encouraged to enter the outer lobby area and have a comfortable spot and get some coffee or other beverages while they wait to be brought back to the counseling office. My desire is that your experience of the office will be a peace place of solace for you to work on your issues.

## ***NO SMOKING IN THE COUNSELING OFFICE OR BUILDING.***

Footprints Counseling, PLLC and the professional building at 3410 Healy Drive has a "No Smoking" policy in the building. Thank you for respecting this regulation.

**I AGREE TO THESE TERMS FOR TREATMENT.**

(Signature) \_\_\_\_\_

(Date) \_\_\_\_\_