



FREQUENTLY ASKED QUESTIONS (FAQs)

We want to help you prioritize your mental health by making therapy easier to navigate and answering any questions you may have or didn't think you had beforehand.

What is Psychotherapy?

First you need to know that the names Therapy, Psychotherapy or Counseling are often used interchangeably. Psychotherapy is the process of meeting with a psychotherapist to process, work through and resolve problematic or maladaptive behaviors, beliefs, feelings, relationship issues, and/or somatic (body sensations) responses to life stressors. Therapy is a huge commitment and a big step towards living the best, healthiest version of yourself. Through therapy, you can work through trauma, better manage anxious and depressive symptoms, address painful feelings, and gain an overall balanced outlook on your life. With all therapy, you will present your main concern(s) and collaborate with your therapist to help identify goals that will help you start the journey of healing. Your therapist is someone who is competent within their scope of practice, who is reliable, who supports you, and also models healthy and positive experiences. Your therapist also gives you feedback in a manner that is clinically appropriate and ethical and continuously tailors your session based on your needs and goals.

Office Hours

Hours are by appointment only. We encourage you to request an appointment online to limit wait time; however, you can also email us or call our office.

We are not offering any in-person appointment throughout the COVID-19 pandemic.

Our normal therapy hours are as follows:

Monday-Friday from 8:00 a.m. to 8:00 p.m.

Saturday & Sunday from 10 a.m. - 2:00 p.m.

If there are no appointments available, please feel free to call our office.

If you are in an emergency situation, always reach out to a trusted loved one, call 9-1-1 first or go to your nearest hospital if you are physically/emotionally able to safely do so.

Do We Accept Insurance?

The short answer is YES, WE DO accept insurance.

We are currently in-network with BCBS, CareFirst and Cigna

As an organization, we believe in accepting insurance because it narrows the gap of individuals without access to healthcare services. There are some things you will need to know if you are using your insurance. First, we recommend calling the number on the back of your insurance ID card to find out what your plan covers. Do I have a copay? Do I have a deductible? Does my plan cover mental health? These are all questions you can get directly answered through your plan.

If you have insurance that is out of network, we will submit what is called a superbill. A receipt after each session that shows the service, the date of service and the payment made. You can use this receipt for reimbursement through your insurance.

Things to consider for both in-network and out-network plans:

- How much of each therapy session will my insurance provider reimburse (this is typically a percentage)?
- Must I meet a deductible (the amount of money the insurance plan requires that you pay before they will cover you or start to reimburse you) before my benefits will begin paying? If applicable, have I already paid any amount towards my deductible?



- Are there any limitations to services (e.g., only a certain amount of money allowed for mental health reimbursements, a limited number of sessions, reimbursement only for certain types of diagnoses, etc.)?
- Do I need any kind of special referral (i.e., from a primary care doctor or your University Counseling Center) before I can be reimbursed?
- How long will it take to get reimbursed after I mail my receipt?
- Where do I need to mail or email my receipt?
- Do my benefits cover telehealth?

Many individuals who have health insurance elect not to use it for coverage of mental health services, and instead pay for therapy as an "out of pocket" expense or use their flexible or health savings account. Most often, this is due to concerns about the privacy of their health information, and the potential release of this information to health insurance companies and their affiliated entities.

Forms of Payment

VISA, Discover, American Express, or MasterCard, FSA, and HSA accounts.

If you are using an FSA or HSA card, you must also keep another credit card on file in cases where your HSA/FSA funds run out.

Payments will be expected and processed at the beginning of each session.

Is Therapy Confidential?

All sessions and information are kept private and confidential. Please be aware, however, that there are situations where we are legally bound to disclose confidential and private information:

- There is reasonable suspicion of abuse to a child, elderly person, or other vulnerable adult.
- The client presents as a serious danger to himself/herself or others.
- The case file is court ordered by a judge.

What are the Therapy Fees?

Intake consultation: \$200

Individual: \$160

Telehealth

Currently we are only offering virtual sessions while we continue to navigate the Covid-19 pandemic. We will resume to face to face sessions when it is safe to do so. The expectations of telehealth are no different than in person. We ask that you are somewhere private with no one around. That can be your room, your car, your office. You must have access to a computer, tablet, or phone though your experience will be optimal on a laptop. It is also recommended that you use a headphone or earbuds for privacy.

Cancellations

Life happens and it does for all of us. We ask that you cancel or reschedule a session within 48 hours. There are instances where you will be charged the \$95 cancellation fee.

This applies to all services: Initial intake consultation, individual sessions, consulting/supervision, and coaching appointments.