

Spring Tree Counseling

Emotional, Relational, and Mental Well-Being

Client Service Agreement

Welcome to Spring Tree

Spring Tree Counseling is a team of counseling professionals from different training backgrounds and with a variety of clinical specialties who work together to provide resources to address personal, emotional and relational issues.

The Counseling Process

Counseling is one way in which to identify and address personal, emotional or relational issues and a person can usually expect relief of symptoms through the counseling process. Studies and our experience have shown that the therapy process often works to bring solution and relief in a wide variety of situations.

Improvement is not always the case, however, and even for people whose situations and symptoms do improve over time, there may be periods of increased difficulty as personal histories, relational patterns or habits of thinking and behaviors are explored and addressed. If there comes a time when the focus of treatment requires attention from a professional in another area of specialty, we will work to provide appropriate referrals.

Contacting Your Therapist

Each therapist has a confidential voicemail extension at the Spring Tree general number. Your therapist will make every effort to return your message as soon as possible, with the exception of weekends or holidays. If you will be difficult to reach on a return call, please leave times when you might be available.

Fees

Payment is expected at the time of your appointment. This will generally be the full session fee or your insurance copayment. Cancellations with less than 24 hours notice are charged a session fee.

Insurance

The administrative staff at Spring Tree can help you with questions about insurance and can bill your insurance company for you, however each client is responsible to understand their own benefits and maintain communication with their insurance company as needed. Insurance coverage varies significantly between companies. In order to submit claims we will need to submit the date of service, service code and diagnosis code. Most insurance provides for mental/behavioral health coverage, however, some insurers require pre-authorization, which may require an initial call from you or may limit your choice of service providers. Please call your insurance company to clarify coverage and consult the insurance section of our web site for more information.

Patient Medical Records

Records generated by your therapist are kept on file at Spring Tree offices and referred to as your Patient Medical Record (PMR). Your PMR contains Protected Healthcare Information (PHI) including contact, health and payment information, descriptions of your treatment including session dates, signed authorizations for any disclosure of PHI, and any consultations or reports that your therapist has provided or received regarding your treatment. This information is available to you, to whomever you authorize in writing, and to Spring Tree administrative staff for

the purposes of billing and insurance processing. There may be a fee to cover administrative costs for requests you make for your PMR to be sent to another healthcare provider.

Confidentiality

Counseling, including all communication between client and therapist, is a confidential service protected by law. In most situations your therapist can only release information about your treatment to others whom you specify in a signed written authorization. However, in certain situations no authorization is required.

Your therapist may find it helpful to consult with other clinical professionals about your treatment. In these instances every effort is taken to avoid revealing your protected healthcare information. Other professionals are legally bound to maintain the confidentiality of a consultation. Unless you object, your therapist will not tell you about these consultations, as they are a normal part of delivery of services.

In some situations, we are legally obligated to take action that will likely reveal information about your sessions to an outside party, possibly without your consent. These situations are rare and are limited to circumstances in which harm to you or another person is likely, such as:

- Cases in which there is reason to believe a child under 18 years of age is being abused or neglected.
- Cases in which there is reason to believe an adult over the age of 60 is being abused or neglected.
- Cases in which your therapist believes you present a clear, imminent risk of serious physical harm to yourself or to another, or where you have made a specific threat of violence against another.

In such situations your therapist will make every effort to discuss the situation with you before taking any required action or releasing your protected health care information. Disclosure of information in such cases will be limited to what is necessary.