

Peggy Haymes
2594B Reynolda Road
Winston-Sale, NC 27106 Ph 336-293-4407

CLIENT DISCLOSURE STATEMENT

(Information and Consent)

I look forward to our work together. This statement will give you information about the process of our work and its structure.

Fees and Insurance

My fee is \$100 per fifty minute session. Payment is due at times of service and may be made with check, cash or credit/debit card.

I am in network for BCBS policies and *some* MedCost policies. Other insurance companies may reimburse at an out of network rate.

Questions to ask your insurance company before you come include:

- What are my mental health benefits?
- Am I covered in network? If not, what are the out of network rates?
- Is there a deductible? If so, have I met it yet?
- What is my co-pay?
- Do I need to get pre-authorization?

I will be glad to file claims for your primary insurance. Your co-pay is due at the time of service. If you have not met your deductible you will be responsible for the full amount until it is met. You are responsible for paying any agreed upon fees not covered by your insurance.

Health insurance companies require that I make a diagnosis as a part of filing the claim. They may also limit the number of sessions available to you. Any diagnosis will become part of your permanent insurance record. Some clients will choose to forgo using insurance in order to maintain control over their treatment process.

Appointments

Appointments are usually fifty minutes in length, although other times may be scheduled as needed. Once you've scheduled an appointment, that time is reserved for you. therefore if there is less than 24 hours notice of a cancellation or change, you will be charged the \$100 session fee. This cannot be filed with insurance.

Communication

Appointments may be made and messages left on my confidential office voicemail. Some clients also choose to use e-mail for scheduling. I cannot guarantee the privacy level of e-mail. For that reason, I will not discuss therapeutic issues via e-mail.

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Privacy and confidentiality

Our conversation and my records are treated with the utmost confidentiality and are protected by state law and professional ethical standards, with a few exceptions.

Circumstances in which I cannot legally and/or ethically guarantee confidentiality are:

- When I believe you intend to harm yourself or another person
- When I believe a child, a senior adult or other dependent person has been or will be abused and/or neglected
- Court order

Insurance companies may require treatment information before approving reimbursement. Otherwise, I will not tell anyone about your treatment, diagnosis, history or even that you are a client without your full knowledge, usually with a signed release of information form.

The therapeutic process and relationship

It is my belief that everyone who is able to begin therapy has the resources within himself/herself to make positive changes. I work with clients to help them discover, acknowledge and learn to utilize those resources. It is a work that we do together, requiring both your commitment and active involvement in the process. It is a journey that at times may seem difficult and may require courage, commitment and determination. My commitment to you is to be present with you as we journey together.

How long therapy takes is up to the individual. Some people need help in a time of crisis or in addressing a specific issue and can benefit from short term counseling. Other are seeking help in making major life changes, healing deep wounds or dealing with profound grief and need more time. Ultimately, the length is up to you, the client.

My approach is derived from Reality therapy as practiced by Dr. William Glasser, Gestalt therapy as developed by Dr. Fritz Perls and Cognitive-Behavioral therapy. I have also had training in family therapy as developed by Virginia Satir. I also honor the spiritual dimension of our life journeys and am open to including that in the conversation if the client so desires.

I am experienced in working with adults on issues of

- Emotional, physical and sexual abuse
- grief
- life transitions
- depression
- trauma
- co-dependence
- career
- family of origin issues
- self-esteem

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- emotional growth
- couples issues

You are best served is our relationship remains professional and does not extend beyond the counseling office. Dual relationships, such as entering into business or social relationships can disrupt the therapy process. For this reason I am not friends with clients on Facebook.

Background information

I received a BA in Religion from Furman University, an M.Div from Southeastern Baptist Theological Seminary and an MA in Pastoral Care and Counseling from Wake Forest University. I did further graduate work at North Carolina A&T State University. I have done a yearlong training with the Satir Institute of the Southeast and completed a year's residency in Clinical Pastoral Education at North Carolina Baptist Hospital. I have also received intensive training in working with grief and survivors of abuse through the former staff of Elisabeth Kubler-Ross.

I am licensed through the North Carolina Board of Licensed Professional Counselors, license #4802.

Complaint procedures

If you are dissatisfied with my work or have a question about it, please talk to me immediately. If we cannot resolve the problem, you can contact the North Carolina Board of Licensed Professional Counselors, PO Box 1369, Garner, NC 27529-1369 for clarification of clients' rights or to lodge a complaint.

Please fee free to ask any questions you might have.

i have read and understand the disclosure statement.

Client signature

Date