

This form is called a Consent for Services (the "Consent"). Your therapist, counselor, psychologist, doctor, or other health professional ("Provider") has asked you to read and sign this Consent before you start therapy. Please review the information. If you have any questions, contact your Provider.

## THE THERAPY PROCESS

Therapy is a collaborative process where you and your Provider will work together on equal footing to achieve goals that you define. This means that you will follow a defined process supported by scientific evidence, where you and your Provider have specific rights and responsibilities. Therapy generally shows positive outcomes for individuals who follow the process. Better outcomes are often associated with a good relationship between a client and their Provider. To foster the best possible relationship, it is important you understand as much about the process before deciding to commit.

Therapy begins with the intake process. First, you will review your Provider's policies and procedures, talk about fees, identify emergency contacts, and decide if you want health insurance to pay your fees depending on your plan's benefits. Second, you will discuss what to expect during therapy, including the type of therapy, the length of treatment, and the risks and benefits. If your Provider is practicing under the supervision of another professional, your Provider will tell you about their supervision and the name of the supervising professional. Third, you will form a treatment plan, including the type of therapy, how often you will attend therapy, your short- and long-term goals, and the steps you will take to achieve them. Over time, you and your Provider may edit your treatment plan to be sure it describes your goals and steps you need to take. After intake, you will attend regular therapy sessions at your Provider's office or through video, called telehealth. Participation in therapy is voluntary - you can stop at any time. At some point, you will achieve your goals. At this time, you will review your progress, identify supports that will help you maintain your progress, and discuss how to return to therapy if you need it in the future.

## IN-PERSON VISITS & SARS-CoV-2 ("COVID-19")

When guidance from public health authorities allows and your Provider offers, you can meet in-person. If you attend therapy in-person, you understand:

- You can only attend if you are symptom-free (For symptoms, see: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>);
  - If you are experiencing symptoms, you can switch to a telehealth appointment or cancel. If you need to cancel, you will not be charged a late cancellation fee.
- You must follow all safety protocols established by the practice, including:
  - Following the check-in procedure;
  - Washing or sanitizing your hands upon entering the practice;
  - Adhering to appropriate social distancing measures;
  - Wearing a mask, if required;
  - Telling your Provider if you have a high risk of exposure to COVID-19, such as through school, work, or commuting; and
  - Telling your Provider if you or someone in your home tests positive for COVID-19.

- Your Provider may be mandated to report to public health authorities if you have been in the office and have tested positive for infection. If so, your Provider may make the report without your permission, but will only share necessary information. Your Provider will never share details about your visit. Because the COVID-19 pandemic is ongoing, your ability to meet in person could change with minimal or no notice. By signing this Consent, you understand that you could be exposed to COVID-19 if you attend in-person sessions. If a member of the practice tests positive for COVID-19, you will be notified. If you have any questions, or if you want a copy of this policy, please ask.

## TELEHEALTH SERVICES

To use telehealth, you need an internet connection and a device with a camera for video. Your Provider can explain how to log in and use any features on the telehealth platform. If telehealth is not a good fit for you, your Provider will recommend a different option. There are some risks and benefits to using telehealth:

- Risks

- Privacy and Confidentiality. You may be asked to share personal information with the telehealth platform to create an account, such as your name, date of birth, location, and contact information. Your Provider carefully vets any telehealth platform to ensure your information is secured to the appropriate standards.

- Technology. At times, you could have problems with your internet, video, or sound. If you have issues during a session, your Provider will follow the backup plan that you agree to prior to sessions.

- Crisis Management. It may be difficult for your Provider to provide immediate support during an emergency or crisis. You and your Provider will develop a plan for emergencies or crises, such as choosing a local emergency contact, creating a communication plan, and making a list of local support, emergency, and crisis services.

- Benefits

- Flexibility. You can attend therapy wherever is convenient for you.

- Ease of Access. You can attend telehealth sessions without worrying about traveling, meaning you can schedule less time per session and can attend therapy during inclement weather or illness.

- Recommendations

- Make sure that other people cannot hear your conversation or see your screen during sessions.

- Do not use video or audio to record your session unless you ask your Provider for their permission in advance.

- Make sure to let your Provider know if you are not in your usual location before starting any telehealth session.

## CONFIDENTIALITY

Your Provider will not disclose your personal information without your permission unless required by law. If your Provider must disclose your personal information without your permission, your Provider will only disclose the minimum necessary to satisfy the obligation. However, there are a few exceptions.

- Your Provider may speak to other healthcare providers involved in your care.
- Your Provider may speak to emergency personnel.
- If you report that another healthcare provider is engaging in inappropriate behavior, your Provider may be required to report this information to the appropriate licensing board. Your Provider will discuss making this report with you first, and will only share the minimum information needed while making a report. If your Provider must share your personal information without getting your permission first, they will only share the minimum information needed. There are a few times that your Provider may not keep your personal information confidential.
- If your Provider believes there is a specific, credible threat of harm to someone else, they may be required by law or may make their own decision about whether to warn the other person and notify law enforcement. The term specific, credible threat is defined by state law. Your Provider can explain more if you have questions.
- If your Provider has reason to believe a minor or elderly individual is a victim of abuse or neglect, they are required by law to contact the appropriate authorities.
- If your Provider believes that you are at imminent risk of harming yourself, they may contact law enforcement or other crisis services. However, before contacting emergency or crisis services, your Provider will work with you to discuss other options to keep you safe.

## RECORD KEEPING

Your Provider is required to keep records about your treatment. These records help ensure the quality and continuity of your care, as well as provide evidence that the services you receive meet the appropriate standards of care. Your records are maintained in an electronic health record provided by TherapyNotes. TherapyNotes has several safety features to protect your personal information, including advanced encryption techniques to make your personal information difficult to decode, firewalls to prevent unauthorized access, and a team of professionals monitoring the system for suspicious activity. TherapyNotes keeps records of all log-ins and actions within the system.

## COMMUNICATION

You decide how to communicate with your Provider outside of your sessions. You have several options:

- Texting/Email
  - Texting and email are not secure methods of communication and should not be used to communicate personal information. You may choose to receive appointment reminders via text message or email. You should carefully consider who may have access to your text messages or emails before choosing to communicate via either method.
- Secure Communication
  - Secure communications are the best way to communicate personal information, though no method is entirely without risk. Your Provider will discuss options available to you. If you decide to be contacted via non-secure methods, your Provider will document this in your record.
- Social Media/Review Websites
  - If you try to communicate with your Provider via these methods, they will not respond. This includes any form of friend or contact request, @mention, direct message, wall post, and so on. This is to protect your confidentiality and ensure appropriate boundaries in therapy.

- Your provider may publish content on various social media websites or blogs. There is no expectation that you will follow, comment on, or otherwise engage with any content. If you do choose to follow your Provider on any platform, they will not follow you back.
- If you see your Provider on any form of review website, it is not a solicitation for a review. Many such sites scrape business listings and may automatically include your Provider. If you choose to leave a review of your Provider on any website, they will not respond. While you are always free to express yourself in the manner you choose, please be aware of the potential impact on your confidentiality prior to leaving a review. It is often impossible to remove reviews later, and some sites aggregate reviews from several platforms leading to your review appearing other places without your knowledge.

## FEES AND PAYMENT FOR SERVICES

You may be required to pay for services and other fees. You will be provided with these costs prior to beginning therapy, and should confirm with your insurance if part or all of these fees may be covered. You should also know about the following:

- No-Show and Late Cancellation Fees

- If you are unable to attend therapy, you must contact your Provider within 48 hours before your session. Otherwise, you may be subject to fees outlined in your fee agreement. Insurance does not cover these fees.

- Balance Accrual

- Full payment is due at the time of your session. If you are unable to pay, tell your Provider. Your Provider may offer payment plans or a sliding scale. If not, your Provider may refer you to other low- or no-cost services. Any balance due will continue to be due until paid in full. If necessary, your balance may be sent to a collections service.

- Administrative Fees

- Your Provider may charge administrative fees for writing a letter or report at your request; consulting with another healthcare provider or other professional outside of normal case management practices; or for preparation, travel, and attendance at a court appearance. These fees are listed in the fee agreement. Payment is due in advance.

- Insurance Benefits

- Before starting therapy, you should confirm with your insurance company if:

- Your benefits cover the type of therapy you will receive;
    - Your benefits cover in-person and telehealth sessions;
    - You may be responsible for any portion of the payment; and
    - Your Provider is in-network or out-of-network.

- Sharing Information with Insurance Companies

- If you choose to use insurance benefits to pay for services, you will be required to share personal information with your insurance company. Insurance companies keep personal information confidential unless they must share to act on your behalf, comply with federal or state law, or complete administrative work.

- Covered and Non-Covered Services

- When your Provider is in-network, they have a contract with your insurance company. Your insurance plan may cover all or part of the cost of therapy. You are responsible for any part of

this cost not covered by insurance, such as deductibles, copays, or coinsurance. You may also be responsible for any services not covered by your insurance.

- When your Provider is out-of-network, they do not have a contract with your insurance company. You can still choose to see your Provider; however, all fees will be due at the time of your session to your Provider. Your Provider will tell you if they can help you file for reimbursement from your insurance company. If your insurance company decides that they will not reimburse you, you are still responsible for the full amount.

- Payment Methods

- The practice requires that you keep a valid credit or debit card on file. This card will be charged for the amount due at the time of service and for any fees you may accrue unless other arrangements have been made with the practice ahead of time. It is your responsibility to keep this information up to date, including providing new information if the card information changes or the account has insufficient funds to cover these charges.

Session fees will be discussed in your first session. Sessions are generally 45-53 minutes in duration. A \$50 fee will be charged for all checks returned for insufficient funds. If you have an unpaid balance over three months, your account may be turned over to a collection agency or to small claims court. By signing below, you are agreeing to allow Beyond the Mirror, LLC to release necessary information to a collection agency for the purposes of recovering any unpaid balances.

#### FEE SCHEDULE for clients with Insurance & Full Fee paying clients

90791 Intake- \$175

90853 Group Counseling- \$60

90846/7 Family of Couples Psychotherapy- \$150

90839 Psychotherapy for Crisis-, 60 Minutes \$175

90840 Psychotherapy for Crisis Add on, Each additional 30 Minutes- \$110

90837 Psychotherapy, 53-60 Minutes- \$150

90834 Psychotherapy, 38-52 Minutes- \$110

90832 Psychotherapy, 16-37 Minutes- \$75

Missed Appointment, \$100

Missed Group Appointment, \$45

#### FEE SCHEDULE for Self-Pay clients requesting sliding fees &/ or clients without Insurance

90791 Intake- \$115

90853 Group Counseling- \$45

90846/7 Family of Couples Psychotherapy- \$100

90839 Psychotherapy for Crisis-, 60 Minutes \$100

90840 Psychotherapy for Crisis Add on, Each additional 30 Minutes- \$75

90837 Psychotherapy, 53-60 Minutes- \$100

90834 Psychotherapy, 38-52 Minutes- \$100

90832 Psychotherapy, 16-37 Minutes- \$75

Missed Appointment, \$100  
Missed Group Appointment, \$45  
Intern Sessions, (all codes except group), \$65  
Intern Group, \$45

Phone Communications  
5 minutes and under, no charge  
\$110/hour (pro-rated/15 minute intervals)

Written Correspondences  
\$110/hour (pro-rated/15 minute intervals)

Court appearances and expert witness testimony per provider of Beyond the Mirror is \$250/hour of attendance.

#### MY RESPONSIBILITIES AS A CLIENT

I realize that counseling requires my cooperation and participation in order for it to be productive. If I fail to cooperate and participate in therapy, I understand my therapist is willing to provide an opportunity whereby I may continue counseling with him/her, however, I must make some changes. I understand that noncompliance with this plan may result in termination of counseling with my current therapist. I also agree to show up to scheduled appointment and realize that if I have more than two no show appointments or an over-due balance that I have not set up a payment plan for, this may result in a delay in scheduling or termination of therapy.

#### CANCELLATIONS

We request that you give 48 hours notice if you need to cancel an appointment. The charge for all late cancellations or no shows is \$100. Please note that if you come to session under the influence of any mood-altering substances, you will be responsible for the session fee as listed under the fee section and your appointment will be canceled and rescheduled for a later date. If you are sick, please DO NOT come to your session. We can arrange a phone/teletherapy appointment in place of the in office visit.

#### THERAPIST QUALIFICATIONS

This statement outlines policies concerning my practice and clarifies your rights as a client. Please feel free to ask any questions or to discuss this information at any time. You can find out more information about each therapist and the techniques that they use in session at [www.beyondthemirror.org](http://www.beyondthemirror.org)

Jen Amaral-Kunze, B.S., Psychology, Colorado State University  
M.Ed., Masters in Education, Colorado State University Licensed Professional Counselor  
(LPC.5065)

Bree Hough

M.A., Colorado Christian University and Licensed Professional Counselor (LPC.0013851)

Jennifer Knopp,

BA in psychology with a minor in sociology from Saint Martin's University

M.A, Counseling Psychology from Saint Martin's University, Licensed Professional Counselor, (LPC0011280)

Diana Houghton

M.A. in Somatic Counseling with an emphasis in Body Psychotherapy from Naropa University and is currently working towards her LPC. She is in the dissertation phase of her Ph.D. program at Grand Canyon University with hopes to achieve her doctorate in General Psychology with an emphasis on integrating Learning,

Aleeza Zocchi

B.A. in Psychology & M.A. in Clinical Mental Health Counseling with a concentration in children and adolescents and play therapy from the University of Northern Colorado (UNC).

NCC (Nationally Certified Counselor)

Licensed Professional Counselor Candidate (LPCC.0018319)

James Hinshaw

B.A. in psychology with a minor in fine arts from University of Northern Colorado, M.A., Master of Arts in Clinical Mental Health Counseling at the University of Northern Colorado, Licensed Professional Counselor Candidate (LPCC.0019146)

Michael Cook

BA in Human Services at Metro State University

M.A., in Counseling at Northwestern University.

Licensed Professional Counselor Candidate (LPCC.0019113)

Danna Cooperberg

B.A. in Environmental Science from Northwestern University. M. A. in Mental Health Counseling from Northwestern University,

Licensed Professional Counselor Candidate (LPCC.0019065)

We also staff Master's Level Interns. You can find their information as well as more detailed information about our practitioners at [www.beyondthemirror.org](http://www.beyondthemirror.org).

## REGULATORY REQUIREMENTS

Below is an explanation of the levels of regulation applicable to mental health professionals under the Mental Health Practice Act and the differences between licensure, registration, and certification, including the educational, experience, and training requirements applicable to the particular level of regulation.

A Registered Psychotherapist is a psychotherapist listed in the State's database and is authorized by law to practice psychotherapy in Colorado, but is not licensed by the state and is not required to satisfy any standardized educational or testing requirements to obtain a registration from the state. A

Certified Addiction Counselor I (CAC I) must be a high school graduate or equivalent, complete required training hours and 1,000 hours of supervised experience.

A Certified Addiction Counselor II (CAC II) must be a high school graduate or equivalent, complete the CAC I requirements, and obtain additional required training hours, 2,000 additional hours of supervised experience, and pass a national exam.

A Certified Addiction Counselor III (CAC III) must have a bachelor's degree in behavioral health, complete

CAC II requirements, and complete additional required training hours, 2,000 additional hours of supervised experience, and pass a national exam.

A Licensed Addiction Counselor must have a clinical master's degree, meet the CAC III requirements, and pass a national exam.

A Licensed Social Worker must hold a master's degree from a graduate school of social work and pass an examination in social work.

A Licensed Clinical Social Worker must hold a master's or doctorate degree from a graduate school of social work, practiced as a social worker for at least two years, and pass an examination in social work.

A Psychologist Candidate, a Marriage and Family Therapist Candidate, and a

Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure.

A Licensed Marriage and Family Therapist must hold a master's or doctoral degree in marriage and family counseling, have at least two years post-master's or one year post-doctoral practice, and pass an exam in marriage and family therapy.

A Licensed Professional Counselor must hold a master's or doctoral degree in professional counseling, have at least two years post-master's or one year postdoctoral practice, and pass an exam in in professional counseling.

A Licensed Psychologist must hold a doctorate degree in psychology, have one year of post-doctoral supervision, and pass an examination in psychology.

## EMERGENCIES

Below are local emergency phone numbers if you should need them:

Colorado Crisis Support, 970-494-4200; Walk-in crisis center: 1217 Riverside Dr., Fort Collins

Crisis Assessment Center at Poudre Valley Hospital, 970-495-8090; Or call 911, or go to the nearest hospital emergency room.

Please note\*\*\* It is unlikely in the event of an emergency the counselor will be available by phone or text message. Emergency mental health services is not guaranteed in any situation; as such it is recommended the client/clients family utilize the aforementioned community mental health resources.

## COMPLAINTS

If you feel your Provider has engaged in improper or unethical behavior, you can talk to them, or you may contact the licensing board that issued your Provider's license, your insurance company (if applicable), or the US Department of Health and Human Services.

The practice of licensed or registered persons in the field of psychotherapy is regulated by the Mental Health Licensing Section of the Division of Professions and Occupations. The Board can be reached at 1560 Broadway, Suite 1350, Denver, Colorado 80202, (303) 894-7800.