



Paramount Counseling Services, LLC
3900 W. Brown Deer Road
Suite A, PMB 117
Brown Deer, WI 53209

Phone: (414) 465-8101, Fax: (414) 448-6944

INFORMATION AND POLICIES FORM

What is Counseling?

The process of counseling may include, but is not limited to:

- ✓ Helping you resolve personal issues
- ✓ Education concerning the root of personal difficulties
- ✓ Learning and applying new skills
- ✓ Rejecting destructive ways of thinking and behaving
- ✓ Gaining knowledge and insight concerning personal motivations
- ✓ Working through issues of woundedness and unforgiveness
- ✓ Learning to develop healthy relationships with yourself or others

Counseling may also incorporate the use of techniques from a variety of therapeutic approaches such as Solution-Focused, Cognitive Behavioral, Dialectical Behavioral, Humanistic, Mindfulness-Based, as well as the application of your personal faith principles.

We do not guarantee that the counseling services will create the results you desire. Individual success largely depends on the intentional application of the insights, skills, and knowledge the client gains through the counseling process and their willingness to be active, open, honest, and as consistent as possible with their therapy sessions and therapist.

No one else can solve your problems for you, but through gaining knowledge, insight, understanding, and wisdom, you can experience increased success in your life and relationships.

What your therapist expects from you:

- ✓ Express concerns, ask questions
- ✓ Complete assignments
- ✓ Come to counseling free from the influence of any substances
We have the right to terminate the session if you are under the influence of any substances or if the therapist otherwise believes the environment is unsafe or unfit to render services.
- ✓ Pay your fees upon arriving at your session (have checks made out in advance)
- ✓ Be on time for your appointments
- ✓ Cancel 24 hours in advance (by phone or email) unless you have a serious illness or emergency (No-shows and cancellations made less than 24 hours in advance will result in a **\$50 missed appointment fee**). **After three no-shows, the Practice may terminate the client relationship and refer you to a new agency due to the pattern.**

What is counseling like?

- ✓ A safe place where you will be accepted no matter what your struggle or difficulty
- ✓ An opportunity to grow personally and spiritually
- ✓ Personally challenging
- ✓ Teaches responsibility for the things you have control over
- ✓ Most sessions are 45 to 60 minutes in length



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What to expect from your therapist:

- ✓ Return your calls within 24 business hours in most cases
- ✓ Continue to update their skills and obtain ongoing training for him/herself
- ✓ Treat you with kindness and respect
- ✓ Develop a plan with you to help you achieve your goals and objectives
- ✓ Discuss discharge planning with you as soon as clinically appropriate
- ✓ Seek confidential consultation with other professionals when appropriate
- ✓ Help you to find an appropriate referral if necessary

Public Records

My credentials may be verified by visiting the Wisconsin Department of Safety & Professional Services website (www.dsps.wi.gov).

Discharge and Termination

The client has the right to terminate the counseling relationship at any time. It is in the client's best interest to discuss and plan for discharge with your counselor. Counseling may be terminated for consistent failure to complete assignments, failure to pay fees, and failure to consistently attend scheduled appointments.

If there is a lapse in treatment for 2 months, unless arrangements have been made with your counselor, you will automatically be discharged from treatment.

Couples Therapy

Successful marriages are based on trust. Therefore, openness and honesty are the best policy. For successful therapy, there can be no secrets within couples counseling. However, sometimes there are issues that are disclosed during individual sessions that may be difficult for one spouse to disclose to the other. When that is the situation, you and your counselor will work together on the best way to share that information with your spouse.

Records and Confidentiality

The code of ethics for counselors and the state laws regulating most kinds of counseling consider personal information you discuss to be confidential. Except in a small number of situations, the helping professional may not reveal any information about you to another person without your explicit permission. Records of your treatment will be kept for seven years after your final session.

One exception to this rule includes if your fees are paid by a third party such as an insurance company, certain details of your treatment (e.g. dates of treatment, diagnosis, symptoms, progress) may be required to be revealed in order to obtain reimbursement. Most insurance companies allow you to file claims directly so that your employer will not see the information.

Your Provider is required to keep records about your treatment. These records help ensure the quality and continuity of your care and 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.

In cases where a compliant court order has been issued and records have been subpoenaed, the counselor has a legal responsibility to comply.



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Suicidality and Abuse

Another exception where counselors are legally required to disregard confidentiality involves situations with a potential for suicide or homicide. For example, if you reveal information indicating a clear danger of injury to yourself or others, the counselor must contact the appropriate authorities or family members. An additional exception to confidentiality is that all helping professionals are required by law to report any knowledge of abuse or neglect of a child or an incompetent or disabled person, including suspected abuse.

Your counselor will be happy to discuss any concerns you have about protecting the information you provide.

Complaints

If you feel you have been treated unfairly or unethically, please feel free to speak with me about the issues. If this conversation does not bring a satisfactory resolution to the problem, you have the right to file a complaint with the Wisconsin Department of Safety & Professional Services (address: 4822 Madison Yards Way, Madison, WI 53705; phone: 877-617-1565; email: DSPS@wisconsin.gov).

Access to Records

As allowed by law, a client has access to their own records or to the records of their minor child(ren). Typically accessing records is free, but some charges might apply.

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, etc. 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 in other places without your knowledge.



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Emergency Situations

You may call me at 414-465-8101 (office line), however, please be aware that I do not provide 24-hour crisis services. If you or your child needs immediate attention, please call 911 or visit the nearest emergency room. You may also call the Milwaukee County Crisis Services at 414-257-7222.

Fees, Insurance reimbursement, and Payment for Services:

Your insurance company may reimburse you for part of your fee; however, it is your responsibility to pay your fee upfront unless other arrangements are made. If you cannot pay the full fee, please ask for a sliding scale fee evaluation form and submit it to your therapist. We do not guarantee your fee will change. Your fee will not be changed until the form is fully filled out and returned to your therapist for evaluation pursuant to our internal policies. Any fee reduction is based on the information you provide. If you are having difficulty keeping up with the charges, please notify your counselor, and he/she will be glad to reevaluate at any time. 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 (\$50)

- If you are unable to attend therapy, you must contact your Provider 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 it to act on your behalf, comply with federal or state law, or complete administrative work.



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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 keeping 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.

Type of Service	Cost for Counseling Investment
Intake Evaluation (90791) (60 minutes)	\$200
Family/Couples Counseling (90847) (50 minutes)	\$175
Individual Counseling (90834) (45 minutes)	\$150
Individual Counseling (Brief) (90832) (30 minutes)	\$100