



Alyse Rynor, LCSW - 1740 Ridge Ave., Suite 212 - Evanston, IL 60202 – (847) 840-0884

CLIENT RIGHTS, POLICIES AND FEES

Thank you for choosing Soul Choice Counseling. To make your experience feel as safe and comfortable as possible, and to make sessions run smoothly for you, both in and out of the office, here are some guidelines that will help to facilitate that.

The following is a description of your rights as a client, the policies of my practice and my fees. Please read through them and at any time, feel free to ask questions should you need further clarification.

Your Rights as a Client

- You are entitled to receive information about methods of therapy, techniques used, duration of therapy (if known), and fee structure. You are also to be informed of the therapist's degrees, credentials and licenses.
- Information provided by you during therapy is confidential except in certain circumstances of which you should be informed.

Confidentiality

- Matters regarding your psychotherapy will be kept confidential except in the following circumstances:
 - 1) You sign a release of information giving permission to release information to a specific individual or agency;
 - 2) Known or suspected child abuse;
 - 3) The client is in imminent danger to self or others.
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Fees & Payment

- The full fee for an Out-Patient Psychotherapy session is \$140. Your Initial Session is \$160. If I am in network with your insurance company, it is possible that you may have a deductible, a co-pay or nothing at all.
- If you have a deductible, you will need to pay it before your insurance begins paying their share. During that time, I will charge you the amount your insurance company would pay me, which is usually less than my full fee.
- If you are using an insurance company for which I am out-of-network, you will need to pay for your session upfront. I will gladly provide you with a Superbill, so that you may submit it for reimbursement. We can discuss arrangements for out-of-network payments at your first session.
- So that we may be respectful of the time you have for your session, it is asked that payment be made *at the beginning* of each session.
- Cash, check and Chase Quick-Pay aka Zelle are accepted methods of payment.
- If you have an HSA or Flex Spending account, please check with your insurance company to see if you have the option of writing checks out of that account versus using a debit card, which charges extra fees.
- When writing a check, please have it made out prior to your session and payable to SOUL CHOICE COUNSELING.
- Chase Quick Pay/ Zelle is accepted as a means of payment and can be set up using my email address: alyse.lcsw@gmail.com . Quick Pay works best when made prior to your session.

- Payments may be made weekly at your session, or monthly at the beginning of each month.
- All fees are your responsibility. If your insurance company fails to pay (i.e. deductibles or your policy only covers an MD or Licensed PhD., etc. or if you have Managed Care with a limited number of sessions allowed) please be aware that you will remain responsible for the entire fee. It is to your advantage to periodically check your coverage and inform me of any changes.'

Cancellations

- Therapy is for your wellbeing and a commitment to your growth is important. Regular appointments are reserved specifically for you.
- **You will be charged for a session that is cancelled or missed with less than 24 hours notice.** Please know that insurance companies **do not** reimburse for missed appointments or late cancellations. Therefore, payment of your session fee will be your responsibility.
- **The charge for all late cancellations or missed session is \$75.**
- **You will be responsible for any session canceled with less than 24 hours from the time of your appointment. I cannot submit a claim to your insurance session for a missed session.**

Communication

- Since therapy is about a professional relationship between yourself and your therapist, it is best to communicate in person or if necessary through a telephone call.
- Please keep text messages to a minimum or merely around schedule changes. I don't find it beneficial to provide therapy over text or email. If you need to talk about something, a 5 - 10 minute call may be possible on occasion.

Phone Calls

- There is no charge for an *occasional* brief phone call to ask a question or for 5 – 10 minutes of support. If your concern can wait, it is always best to discuss what may be going on, in your session.
- Calls lasting longer than 10 minutes will be charged on a pro-rated basis.

Reports

- Reports requested by insurance companies, physicians, etc. will not be released without your permission.
- If I am requested by the courts to provide a report or other service, you will be charged my hourly rate of \$140 plus travel time, if indicated.
- There will generally be a charge for the written report(s).

Availability

- I am available for therapy sessions Tuesday – Friday.
- I do my best to return phone calls promptly during office hours and occasionally on Mondays.
- When I am out of town, I do *not* return calls. There is a colleague who covers for me, and the phone number will be on my outgoing message. If you need to speak to someone, please don't hesitate to call that person.
- Please refrain from sending text messages during that time. An email regarding a schedule change is preferable.

Termination of Therapy

- It is always your right to terminate therapy at any time. However, I strongly encourage you to discuss this first with me. *Termination of therapy is a very important process.* To best support you in reaching your goals, it is one we should discuss together.
- Please **do not** use a text message as a means of stopping sessions. I will not consider that a proper termination and you will be charged for that missed session.

Social Media

- To retain a professional relationship, I will *not* 'friend' anyone on Facebook. You may 'Like' the Soul Choice Counseling page if you feel comfortable doing so. On there you will be made aware of new events, groups and supportive classes as they are formed.
- I do accept connections on LinkedIn. Please be aware that you should be comfortable showing a public connection to me, as Alyse Rynor, LCSW and Soul Choice Counseling.

Degrees, Credentials & Licenses

I hold a Masters Degree in Social Work from *Loyola University, Chicago* and am a Licensed Clinical Social Worker in the State of Illinois. I have been providing psychotherapy since 1993 with individuals, couples and families as well as facilitating groups and training programs.

Insurance Billing

If I am an in-network provider with your insurance company, I am happy to process the claim for you. To process your insurance claims for you please sign on the line below.

I assign insurance benefits to Soul Choice Counseling, Ltd. for payment of out patient psychotherapy services.

Signature: _____ Date ____/____/____

Print Name: _____

I have read and understand the preceding information regarding client's rights, and policies. I agree to the policies outlined. I am entering therapy of my own choice.

CLIENT: _____ **Date:** _____