



Soul's Nest Counseling & Wellness, LLC

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## **Office Policies**

Thank you for taking a moment to look at this document. Psychotherapy and the therapeutic relationship can be very rewarding, and I look forward to the possibility of getting to know you. Before we work together, it's important that you read through the following information. This will give you a sense of the scope of my practice and hopefully will answer most of the logistical questions that may arise for you. Should you find that you have other questions, please do not hesitate to let me know.

### **Psychotherapeutic Services & Scope of Practice**

I offer individual and couples psychotherapy to adults of all ages who are interested in working through or managing feelings and reactions associated with depression, anxiety, trauma and sometimes more acute experiences like grief, loss and sudden change. I also offer couples therapy to adult couples seeking support with deepening their connection, healing emotional wounds, and improving their ability to communicate with one another. The act of engaging in psychotherapy can be much like choosing items off a menu at a restaurant. There are lots of options to choose from, and each person's meal will look a little different. Variations in treatment and sessions will vary depending on the outcomes the client is looking for, their belief systems and their interest in applying knowledge outside of treatment. There is no specific timeline for exactly how long this should and will take, but it almost always is a process that requires patience. Working towards change, though often a helpful thing for the person in therapy, may not always be easy to accept for those in the person's life. If you feel as though changes are happening too quickly, or are resulting in unintended consequences, it is your responsibility to bring this up with me in session. Please remember that although there are no guaranteed outcomes with psychotherapy, most people who in engage in a meaningful therapeutic process do benefit.

It will likely take one to two initial sessions for the two of us to explore your therapeutic goals and to assess whether or not the relationship is a good fit therapeutically. Individual first appointments typically last 90-minutes in order to give us ample time to come to a shared understanding of your experiences leading up to the appointment, and the treatment approaches that will best fit your needs moving forward following the appointment. During this time, we will discuss diagnoses and an initial plan for treatment. During and following these initial sessions the two of us will discuss any questions or

concerns you might have about continuing to work together. For EMDR intensive clients, we will meet for one initial intake or an in-depth consultation call. It is important that you be as open and honest as possible during these conversations, as they will help guide us to a treatment approach that is best for you. Should the two of us decide to move forward with working together, each subsequent therapy session will be 45-minutes long. Initially, it may make sense to meet on a weekly basis while we establish our goals, but often after that clients elect to meet on bi-weekly, or occasionally monthly, basis. If following the initial sessions, or at any point during treatment, either of us feel as though my therapeutic approach is not right for you, or that your needs are beyond my clinical capabilities, we will discuss transitioning you to alternative therapeutic methods or providers, if appropriate. It is my clinical opinion and ethical obligation that if I do not believe I can help you, for any reason, we discontinue working together. Therapy costs time, money, and effort and it is important that yours and mine be used in the most constructive ways possible. Because of this, termination may occur if you are unable to consistently attend your scheduled appointments or are otherwise unable to purposefully partake in the therapeutic plan. Should this be the case, the two of us will discuss the termination process and I will provide you with an outside referral if desired.

### **Cancellations**

Should you be unable to attend, or need to reschedule, a scheduled 45 or 53-minute session you must provide 24 business hours' notice. If 24-hour's notice is not given you will be charged \$75, which will be automatically charged to your credit card on file at the end of the missed appointment's business day unless alternative arrangements have been made. This amount is not billable to insurance. If you need to cancel or reschedule an appointment for a Monday morning, this must be done no later than 4:30pm Friday afternoon. I will update my voicemail no later than 7am, should I close due to inclement weather. If you are unsure as to whether or not the office is open, it is your responsibility to call to check.

When we schedule your intensive, I am reserving that entire day, or half day, to work with you and it is unlikely I will be able to use that time to meet with someone else if you are unable to make your appointment. If for some reason you are unable to keep your intensive appointment, please contact me as soon as possible to discuss rescheduling. You may reschedule or cancel your appointment with no fee up until three weeks before your scheduled appointment. Rescheduling later may incur a \$300 rescheduling fee. If you need to cancel your intensive entirely your deposit will be returned minus a \$500 administrative fee. If your deposit was less than \$500 it will not be returned.

### **How to Contact Me**

I am typically meeting with clients during normal business hours, and will likely not answer if you try to reach me by phone. I check my email three times per day, typically between the hours of 8am and 4:30pm. You are always welcome to leave a message on

my voicemail or to send me an email which I will do my best to respond to within 48-business hours Monday through Thursday. **If you feel that waiting for a return call from me will endanger you, or anybody else in any way, you should call 911 or proceed to your nearest emergency department.** I will provide advanced notice if I am going to be out of the office for extended periods of time, except in the case of true emergencies. If it is appropriate or necessary I will provide you with the name and contact information of one of my colleagues.

Should you choose to contact me either via email or through the Soul's Nest Counseling & Wellness, LLC webpage, please do not include any sensitive information or information pertaining to your treatment or topics discussed during our sessions. Because of the nature of electronic communication, I cannot guarantee that information electronically shared will be private. Please reserve the use of electronic communication for scheduling, and then only in situations where scheduling in person or over the phone is not possible.

### **Professional Fees, Billing & Insurance Reimbursement**

I accept cash or check only. Accepting only these forms of payment allows me to keep costs more affordable long-term. If this is a hindrance to your care, please let me know. Payment is due in full at the time of service and I require a credit card to be placed on file at your first appointment. If payment is not made by cash or check within a reasonable amount of time your credit card on file will be charged for the balance plus an additional 3% to cover the cost of credit card fees. If you are planning to utilize out-of-network benefits I am happy to provide a Superbill as a courtesy to you. In the event your insurance company reimburses you directly for more than I collected, I am legally obligated to collect the balance of the reimbursed amount.

For individual sessions I charge \$250 per initial 60 to 75-minute session, and \$150 per each subsequent 45 to 50-minute session. Any additional appointment time beyond 53 minutes will be prorated and cannot be submitted to insurance. Please note that 50-minutes is considered a standard "therapeutic hour" and allows therapists time to write notes, breath, and prepare for their next client. When working with couples my rate is \$250 per initial 60-minute session, and \$150 per each subsequent 50-minute session. Many couples elect for 90-minute appointment times, for which my rate is \$225.

Ketamine Assisted Psychotherapy and EMDR Intensives are time intensive treatments. They differ from more traditional forms of therapy and psychiatric care in that the cost of treatment occurs up front, instead of over the course of months or years. Intensive forms of therapy, like KAP and EMDR Intensives, have the potential to lower the amount you need to spend on your mental health in the future. It is important that you are aware of the cost and time commitment of these treatments.

Part of my process as an intensive therapist is to connect and collaborate with your primary therapist and treatment team. This allows for supportive integration of your experience and whole-person care. The prices below are reflective of this collaborative time, which will occur outside of our scheduled time together.

I charge \$660 per half day (3 hours) and \$1320 per full (6 hours) weekday of EMDR intensive work. I charge \$900 per half day and \$1800 per full weekend day (Friday-Sunday) of EMDR intensive work.

For Ketamine Assisted Therapy (KAP), I charge \$150 per 50-minute preparation session. Oral medicine sessions (3 hours) with a 50-minute integration session are \$800. Additional 50-minute KAP integration sessions are \$150.

Standalone Reiki sessions are \$100/50-minutes and \$50/25-minutes. The traditional therapy rate of \$150/50-minute session will be applied when Reiki is integrated into a therapy session.

In most cases, I recommend an initial 60-75-minute intensive consultation, the cost of which is \$250. A 20% deposit is due at time of scheduling and will be applied to your balance. Intensives and KAP are not covered by insurance, however, depending on your plan you may be able to be reimbursed for some pieces of our work together specifically intake and integration. If you are interested in submitting for reimbursement, please request a Superbill from me. I kindly request that KAP and EMDR intensive balances be paid by check the day of your session.

Should a back-balance of \$175 or more be accrued, or if your bill goes unpaid for more than 75-days, we may need to pause treatment. In these cases, it may be possible to explore a payment plan option, which will need to be signed prior to resuming treatment. I reserve the right to use reasonable means to collect unpaid bills, including collections agencies and small claims court, the cost of which you may be asked to pay. Utilizing either of these services will require me to disclose your name, the service provided, and the amount owed for the service. Services including gathering or preparing requested paperwork or records, attending meetings with other professionals where consent has been given, crisis stabilization or phone calls lasting more than 10 minutes may also be charged to you. The monetary amount will be dictated by my session rate divided by the amount of time the service takes.

Should you be involved in any type of personal or professional litigation, it is agreed upon prior to treatment that records and information kept and maintained by Soul's Nest Counseling & Wellness, LLC will not be requested by you or by any other professional acting on your behalf, and that I will not be requested to attend or testify in any type of legal proceeding. This is to protect the sensitive nature of information discussed and

notated during your psychotherapy appointments. Should these requests be made despite the possibility of disclosure of sensitive information and of potential harm to the therapeutic relationship, there will be an hourly rate of \$250 charged to you.

**I do not accept insurance. If you are hoping to use out-of-network benefits it is very important that you check with your insurance company to confirm coverage prior to your first visit.** Most insurance companies will be able and willing to provide you with coverage details either over the phone or through their website. While I will do my best to provide you with the necessary information you need to confirm coverage, it is your responsibility to gather and manage the information you will need to participate in treatment. Please know that most insurance companies require mental health professionals to provide them with a clinical diagnosis, and that in some cases they may also request information including treatment plans, progress notes and/or care summaries. There is an inherent level of risk involved when this type of information is released, and I do not have control over what happens to the information if it is released to insurance companies. Unless a contract prohibits us from doing so, we may be able to discuss a private payment option if you are uncomfortable with this information being released to insurance companies. You also have the option of discussing private payment options if you wish to engage in treatment outside the benefits your insurance provider covers. Should you elect to pay out of pocket for services not covered by your insurance company you will be asked to sign a waiver declaring your understanding of this decision.

### **Professional Records**

As a mental health provider, I am required to keep notes and records regarding your treatment. These records will be kept in a safe place for a minimum of 6 years following the end of treatment. You are entitled to a copy of your record. Should you choose to obtain a copy or summary of your record you are encouraged to review it with me to decrease chances of misinterpretation and to provide you with the opportunity to ask any questions you may have.

In couples therapy, the records belong to both people. **Therefore, both people must provide their consent to release marital counseling records.** If one partner does not provide consent, the records will not be released. There will be a fee charged for any resources used and administrative time spent gathering any records requested.

### **Social Media**

Soul's Nest Counseling & Wellness, LLC's social media accounts are meant to serve as public platforms for education and social connection. They are not meant to serve as therapeutic tools for clients. I will not accept friend requests or requests to connect from clients, as this would impact both of our rights to privacy. If you do choose to "follow" a public account of mine, please know that I will not respond to messages or comments. This is to protect your confidentiality and our therapeutic relationship. Social media

platforms are never an appropriate way to contact me, especially in the event of an emergency.

Please note that many of the social media platforms you use on a daily basis may attempt to “connect” you with me or other people who visit my office through a “people you may know” or alike feature. I have no control over this or other ways that social media may intrude on your privacy or confidentiality. If you would like to minimize this risk, I would encourage you to explore your own privacy settings on your phone and social media accounts. This may include, but not be limited to, turning off certain permissions which allow accounts access to your location, contact, and history.

### **Professional License, Ethics & Confidentiality**

I am a Licensed Independent Social Worker in the State of New Hampshire governed by the National Association of Social Workers Code of Ethics and the New Hampshire Board of Mental Health. My professional license is available for your review in my office. The New Hampshire Board of Mental Health requires that you receive certain information about your rights regarding mental health treatment. This information is provided via the Mental Health Bill of Rights, which is located on my website. If needed, I will provide you with a hard copy.

As a practitioner who values whole-person work, there may be moments where I share common-knowledge around sleep, nutrition, exercise or other physically-oriented interventions. This should not be considered a replacement for medical care and you should always talk with your primary care doctor about what interventions are right for you. In addition to being trained as a psychotherapist, I am also a Reiki I practitioner and Registered Yoga Teacher. At your request we may choose to integrate these modalities into our therapeutic work as mental health interventions. It is always your choice to use, or not use, these tools and you may decline or terminate their use at any point. Integration of yoga and/or energy work will be done within the context of our therapeutic relationship and the boundaries discussed above will apply.

I take client confidentiality very seriously, and in most cases all that is discussed between the two of us will be kept private, and will only be released when you, the client, provide written consent. There are, however, some cases where I will be required to release information.

Should I believe that any child, disabled, or elderly individual is being harmed, or is in danger of being harmed, I may be required to report this information to the appropriate state agency or official.

Should I believe that you, as the client, are in danger or harm, I may be required to take action that may include releasing information about your treatment in an effort to seek hospitalization or keep you safe in another reasonable way.

Should I have reasonable evidence to believe that another person has been harmed, or may be harmed, I may be required to take action to prevent this harm from occurring. Action may include contacting the potential victim, informing the police, or seeking hospitalization for you, the client. While in most legal cases and proceedings you have the right to protect the information between you and I, if a judge believes that the release of information obtained during our visits is necessary to keep you safe and requests that I release that information, I will be required to oblige.

As a licensed professional, I am required to maintain clinical consultation with colleagues and other mental health professionals. Should our work together be discussed during consultation, I will share the minimum amount of information needed to obtain appropriate support. The individuals that I discuss your case with are also bound by limits of confidentiality.

I am not trained in, nor do I offer, any type of parental fitness assessments, custody evaluations, or anything related to divorce or separation. I do not have the credentials to offer these services or opinions and will testify to this point if brought to court.

There is also a copy of HIPAA compliant practices available for your review on the Soul's Nest Counseling & Wellness, LLC website. If needed, I will provide you with a hard copy. You will have the opportunity to ask any questions about the above policies during our first session, and we can revisit the topics at any point during our work together.