

Carolina Aguilar, M.A., LCMHCA, TRCC
Professional Disclosure Statement

Credentials

M.A. Film and Media, American University, Washington D.C., 2009
M.A. Clinical Mental Health Counseling, Ashland Theological Seminary, 2017
Trauma Responsive Care Certified (TRCC), 2018
LCMHCA, N.C. Board of Licensed Clinical Mental Health Counselors, License No. A16505

Restricted Licensure

I am a Licensed Clinical Mental Health Counselor Associate in the state of North Carolina. This license asserts that the licensee has completed the required Master's Degree in counseling under supervision in North Carolina as a therapist and is working under professional supervision. I will discuss your case with my supervisor. I will ask you for permission to record a session or allow my supervisor to sit in on a session. Should you need to contact my supervisor, you may reach April Miller, LCMHCS at (919) 851-1527 or april.miller@lifecarecc.com

Professional Experience and Services

Provides individual and couples therapy using an integrative approach. Techniques may include Cognitive Behavioral, Mindfulness, Solution-focused, and Somatic Experiencing.

CONFIDENTIALITY

The confidentiality of your personal health information is very important to me. At LifeCare we have a team approach and confidential information may be shared with other providers on our team as necessary to ensure the best quality of care. Your personal information is confidential within the practice. I may use and disclose your personal information without authorization for the following purposes: abuse, neglect, domestic violence, or court order. As required or permitted by law, I may disclose health information about you to a state or federal agency to report suspected abuse to self or others, neglect, domestic violence, or court order. If such a report is optional, I will use my professional judgment in deciding if to make such a report. If feasible, I will inform you promptly that I have made such a disclosure.

Minors and Disabled Adults

When working with clients who are minors or adults who are legally incapable of giving consent, I will obtain consent from a parent or legally authorized representative. For children who are clients, it will be determined the extent that he or she has an understanding of privacy based on chronological age and cognitive ability. If the child has no concept of privacy, then I am free to share information with parents without informing the child first.

Pre-adolescents and adolescents will be seen on an "informed forced consent" in that information will be handled as confidential, but it is up to the therapist to decide what information is pertinent to share with the parents. Sometimes it is in the best interest of the minor client not to disclose all information to the parents that the child shares with the therapist so as to strengthen the therapeutic alliance and work through issues with the minor. Parents of the minor will be given updates of progress of goals and treatment plans on a scheduled basis. When it is determined that information should be shared for therapeutic reasons or as part of family counseling, the client will be informed and consulted and/or included in sharing the information to the parents or guardians. This of course, is superseded by any of the exceptions of confidentiality (danger to self or others, abuse, or court order) as stated in the above paragraph.

When working with two or more persons who have a relationship such as in a group, family or marriage, I will clarify at the outset who is the primary client as an individual or family unit. I will not share confidences by one family or group member to others outside the family without permission or prior agreement of all members except described in legal exceptions of threat of serious harm to self or others as described above in paragraph one.

Marriage Counseling

With couples specifically, my counseling work will focus on both your relationship and each of you as individuals. In order to maintain fidelity to both of you and your relationship, it is important that we agree on these policies:

- 1) I may share any information conveyed to me by either of you with the other member of the couple. Please do not expect me to keep secrets where doing so jeopardizes the therapeutic work or my relationship with either of you or your relationship. Please be aware that information you choose to share with me that is particularly pertinent to both of you may come out in therapy. This includes all verbal, written and phone conversations and messages.
- 2) If I meet with one or both of you in an individual session, I will likely share the contents of that meeting with the partner in a couples' session in the near future.
- 3) The continued participation by each person is voluntary. Either participant may suspend or terminate the therapy at his or her individual request. At that time, client confidentiality remains solely with the client who is continuing therapy.

If you are dissatisfied with any aspect of the services provided by me, please inform me so that I can address your concerns. If we cannot come to a satisfactory resolution, you may speak further with me or with Maria Lyons, Office Manager. If after doing so you are still dissatisfied, you may contact the NCBLCMHC at P.O. Box 77819, Greensboro, NC 27417 or by phone at 844-622-3572.

Please see "Notice of Privacy Practices" for more detailed information about confidentiality of service and records.

Payment, Insurance Reimbursement, and Problem Resolution

It is our policy to receive payment for services at the time they are provided. Cash, personal checks, credit and debit cards are acceptable forms of payment. As a convenience to you, we will file your claim with your insurance company. If you are unable to keep an appointment, please call to cancel the business day prior 24 hours before your appointment. Less than that will be considered a late- cancellation. No call or not coming to your appointment will result in a No-show fee. No-show and late-cancellation fees are listed above.

Therapy. In surveying other practices in the area, our fee per session is in line or below the prevailing rates for professional licensed psychotherapy services. Rates are subject to change. At LifeCare, we are committed to provide you with excellence in Christian counseling. Our counselors are well-trained, board certified, and experienced in dealing with a wide variety of needs. We sincerely appreciate the opportunity to help you with your current concerns.

We are in-network providers with Aetna and Blue Cross Blue Shield of North Carolina, except for Blue Local plans. Some of our providers are also in-network with United Healthcare and Cigna, but not all. Please check with your therapist or psychiatric provider regarding whether they are in-network for your plan. Please be aware that some insurance companies contract mental health benefits out to a different insurer who may be out-of-network. Your insurance company can confirm your benefits.

We are out-of-network providers for all other insurance plans. As a convenience to you we will make every effort to file a claim on your behalf. If we are not able to file the claim, we will provide you with the appropriate forms so you may file the claim yourself. We ask for the full fee at the time of service, then file the claim and assign payment of any benefits to come directly to you personally. We are not accepted providers for Medicaid or Medicare.

COURT PREPARATION/APPEARANCES:

If you become involved in legal proceedings that require the participation of a LifeCare provider, you will be expected to pay for all of our professional time, including preparation and transportation costs, even if we are called to testify by another party. Because of the difficulty of legal involvement and clinical schedule readjustments, therapists charge \$200 per hour for preparation (psychiatrists charge \$300) and attendance at any legal proceeding. (You will be held responsible for payment for the professional time required even if we are compelled to testify by another party. An agreed upon amount will be rendered *in advance* and held in escrow. Any left-over amounts will be returned to you upon resolution of the legal matter.)

Insurance/Third Party Payment

___ I understand it is my responsibility to inform the office of any changes in my insurance, prior to the effective date of the change and accept financial responsibility for any office charges that were incurred prior to this date.

___ If I have third-party reimbursement, I understand it is only for the services they have agreed to cover. I understand that any additional services I desire are being provided outside this insurance arrangement, and I accept full financial responsibility for these services.

___ I certify the following information to be accurate: (Check **one** below)

___ 1) **No Insurance**

___ 2) **Using Insurance, but Out of Network.** I have insurance/third party coverage with _____

___ 3) **Contract with Insurance/In-network.** I have insurance with _____

___ I authorize use of this form on all my insurance submissions.

___ I authorize release of information to all my insurance carriers.

___ I understand that I am responsible for my bill.

___ I authorize LifeCare to act as my agent in helping me obtain payment from my insurance carriers.

___ I authorize payment directly to my LifeCare provider, and hereby assign my right to reimbursement for services rendered to LifeCare Counseling and Coaching, P.C.

___ I permit a copy of this authorization to be used in place of the original.

Client or Patient

Date

Legally Responsible Person

Date