



## DEANNE CARTER, LMHC, NCC

### Disclosure

**Thank you for choosing me as your Transformation Coach or Therapist.**

#### Why do I need a Disclosure?

Thank you for choosing me as your professional counselor or coach. You have the right to choose a provider who best suits your needs and purposes. I have been in business many years, and have set up my office policies to allow my primary focus to be on the healing work. The following disclosure information is meant to respect your right to be informed.

#### Treatment Philosophy

Change occurs when past programming gets cleared and updated with clarity of values, healthier boundaries, improved communication and emotional intelligence, and an increase in body awareness to receive guidance from within. Your internal guidance (mental, emotional, physical, spiritual) will set the direction of your goals.

My style is influenced most by Eye Movement Desensitization and Reprocessing (EMDR), Brainspotting, Somatic Experience, Interpersonal Skill Building, NeuroAffective and Attachment Repair, Shamanism, Positive Psychology, Complex and Developmental Trauma Clearing, Peak Performance Coaching, Brain Health, Mindfulness, Transformational Coaching, Ego State Therapy, Gottman couples therapy, Emotionally Focused Couples Therapy, Gestalt, Bioenergetics, Play and Psycho-Spiritual Modalities. The length of your journey will be determined by your experiences and goals.

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#### Education and Training

I earned a Masters of Education in Counseling from the University of Puget Sound. I specialize in anxiety, communication, conflict resolution, identity and boundary issues, relationships, depression, divorce, grief and loss, abuse and neglect, impulsivity, social adjustment, spiritual resourcing, and strengthening parenting strategies for individuals and couples. I am an ESA Certified Counselor, a Licensed Mental Health Counselor with the State of Washington (LH60095901), and a National Certified Counselor (287465).

I have completed Level Two of EMDR training, several advanced trainings in EMDR, Gottman Educator training, the Vibrational Health Institute program, a nine month Restorative Touch program, a year long practicum for Integral Psychotherapy, Bodywork and Psychotherapy, and many other additional trainings. I do not work with individuals experiencing chemical dependency as their primary problem. I do not work with couples currently experiencing domestic violence. If I determine that your needs are outside of the scope of my practice, I will provide you with resources to find another provider.

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#### Risks and Benefits

Counseling and coaching can have benefits and risks. It often involves discussing unpleasant aspects of your life, you may experience difficult emotions. On the other hand, the transformational work often leads to better relationships, provide solutions to specific problems, and there is often a significant reduction in feelings of emotional distress. Feeling uncomfortable is temporary as you deepen your capacity to be fully present to your experience and improve your self-care., which I guide you through. You are encouraged to ask questions and practice the resourcing tools provided.

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#### Legal Rights, Including Privacy and Confidentiality

- You have the right to no charge for the first 15 minutes of service if we decide not to continue working together.
- Your right to privacy means I will not acknowledge you should we run into each other in public.
- You have the right to participate in planning our course of action to support your goals.
- You have the right to refuse treatment, and to determine the frequency and duration of our work together. Please mention that you anticipate ending your treatment so that we may create a support plan for you.
- For coaching and therapy, I keep records of the service provided. Records are kept locked up. You have the right to review your records by making an appointment for that purpose. You may also ask me to change or amend this record.
- In addition to this document, you received my Notice of Privacy Practices, which described how I might use and disclose your health information. Examples of when I may disclose information about you is: -To report suspected abuse of a child, a developmentally disabled person, or a vulnerable adult; to interrupt potential suicidal behavior; to intervene against threatened harm to another, and if required by court order or other compulsory process. -If you sign a written authorization for me to release information to another person or agency, such as your physician.



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- If you are being seen with another person present, I can make a request that each person respect the other's right to privacy, but I cannot guarantee the other person's actions will honor this request.
- I regularly consult with professional peers. If I discuss aspects of our work together, your name or other personal identifying information will not be shared.
- It is not therapeutic in couples coaching to withhold information (ex. ongoing affair). I will encourage and support you to share secrets with your partner. If you do not wish to share or work on preparing yourself to share, I will not continue working with you since secrets undermine the process of relationship change.
- I do not accept requests on social media. Texting about scheduling will be the best way to reach me. Please do not text about other content. I typically check email first thing and late in the day Monday-Thursday.

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### Rates, Insurance, Scheduling, and Phone Calls

#### Rates:

- Relationship Coaching rates are listed in the contract provided, and does not meet HSA/HRA/FRA medical necessity requirements for reimbursement. Therefore, a superbill is not provided.
- For individual intake sessions \$180, and EMDR Intensives \$625 for up to 3 hours:  
Venmo: 253-651-3752 / @Deanne-Carter-4, due within 24 hours of scheduling your appointment to confirm/hold the time.
- If you use a credit card, please note that for your privacy, "ProfessionalCharges" is what will appear on your statement. If you contest the charge and a chargeback occurs, you will be responsible for \$40 chargeback fee.
- Non-payment will result in cancellation of scheduled appointments.
- Bounced check fee: \$25 which must be paid in cash, along with your original check amount. Clients will be asked to pay cash or money order for the next three sessions after a bounced check and receipts for payment will be provided.
- Disability, state assistance, accident, records, or court related services are billable at \$450 per hour for all activities including file reviews, documentation, telephone consults, depositions, record producing for auto insurance, attorneys, or other entities, court appearances, travel time and wait time. A deposit is required and the full balance is due weekly.
- When I periodically increase my rates, you will be notified.

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#### Insurance:

- Prior to your first appointment, you are responsible for inquiring about the behavioral health services your policy covers, if pre-authorization is required, and what your deductible, coinsurance or copay is. Please provide your insurance information on your intake form and I will do my best to help you understand your insurance plan.
- As of July 20th, 2022, I will be an out of network provider, only. Full payment is due within 24 hours of making any appointment. I will provide you with a superbill to submit for reimbursement for an individual intake or EMDR Intensive. (For many plans, I can submit this for you) I am not able to bill Medicare, nor will you receive reimbursement with a superbill.
- Insurance may reimburse you the first hour of extended/intensive sessions, and will not cover any Relationship Coaching. Insurance companies will not guarantee payment, rather, will make a final decision after the claim is received.
- If you have dual coverage: You will need to submit the Explanation of Benefits that you receive from your primary insurance, along with a claim form to your secondary insurance.
- Insurance will not cover or reimburse for missed sessions. When you are 3 or more minutes late, insurance will not cover or reimburse the full session. This can be \$42-\$60 for 3-15 minutes.



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- Your insurance company may require: session content, length of time and date you attended, goals, interventions, homework completed, and progress toward your goals, to consider your claim.  
For information about your medical history: Medical Information Board at 866-692-6901 or POB 105, Essex Station, Boston, MA, 02112.

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### **Scheduling:**

- I will need to end your session on time, regardless of whether you are present to begin your session on time.
- If you are paying cash, writing a check, scheduling, or updating your information, please do this at the beginning of your session.
- I commit to hold your scheduled time for you. It is not expected that you will not become ill, get called into work, or have other life events you choose to attend. In the event that an appointment cannot be kept, please provide notification 24 hours in advance to avoid paying the cancellation fee of \$180 for 55 min. (over 55 min, see below) This policy is 'regardless of reason' since it is unethical for me to discriminate by waiving one person's reason over another.
- If you've had exposure to someone who may be contagious, or think you may be contagious, switch to telehealth.
- If you are 15 minutes late, and I have not received a call or text, I may leave the office or log off of the telehealth platform
- I offer extended sessions (2.5, 3 or 6 hrs) for couples or individuals. The cancellation policy, for any reason, is as follows:  
48 hours or more from start time: 50% of the amount paid can be used toward rescheduling the intensive within the next 30 days.  
Cancellation within 48 hours of appointment start time: 25% of the amount paid can be used toward rescheduling the intensive within the next 30 days.  
Cancellation within 24 hours or less from start time: 0% used toward reschedule.
- The office space is not equipped to have unsupervised children under the age of 13 in the waiting room. Please arrange child care and consider having a backup plan to support you during any unforeseen circumstances. Please do not bring children, unless you have a family session scheduled, as the content of our session is not appropriate for children.

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### **Telephone Calls / Vacation Time**

I am happy to provide telephone consultations without an appointment when it is possible. These can be to clarify something we spoke about, have a mini therapy session, or share something. It does not need to be an urgent matter. \$35 per 10 minutes, due by Venmo after the call. If your matter is urgent, you can call the Pierce County Crisis Line at 1-800-576-7764, or 911.

I typically work Monday-Thursday. I typically take a week off in August, September, and December between Christmas and New Year's Day.

If you require someone who offers more availability, let me know so we can find a local facility that has that capacity.

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Concerns about Treatment not working or Unprofessional behavior

You have the right to terminate our work at any time.

Stopping early may result in the return or worsening of the initial problems and symptoms.

I encourage you to talk with me directly if you are dissatisfied with my services, if you want a second opinion or guidance to find another provider. You deserve to have support from someone that has a style and modalities that work best for you.

If you are concerned about my professional conduct, you may file a complaint with: Department of Health, Health Professions Quality Assurance Division, P.O. Box 47869, Olympia, WA 98504-7869. (360) 236-4700

## Acknowledgement and Agreement

*By signing below, each of us confirms this disclosure document to represent the agreement between us, you confirm receiving and reading this, you confirm your understanding of the information provided.*

Signature of Provider (Deanne Carter, LMHC)

Date

Signature of Client (or Parent or Legal Guardian\*)

Date

\*Parenting plan required for children under 13 years old

# How do I get started?

1. Return your completed intake forms.
  2. Schedule and Pay: Schedule a time with Deanne, and make your payment within 24 hours to hold that scheduled time.
  3. You may pay \$180 for your intake on Venmo Deanne-Carter-4, or 651-3752; by PayPal ([hearthealingcounseling@gmail.com](mailto:hearthealingcounseling@gmail.com)), or provide your credit card information (\$10 processing fee). If you pay by mailing a check, your times will be reserved once payment has been received. Mail to: 240 S Stadium Way, Suite 101, Tacoma, WA 98402