



DEANNE DIETZ, 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 therapist 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.

Initial _____

Risks and Benefits

Therapy 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, Health 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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- The office space is shared with others. The use of masks nor vaccination status are monitored. Sanitizer and hand washing are available. There are 3 air filters circulating the 400sf space 12x per hour (hospitals are 8x/hr).
- If you are not comfortable with this environment, switch to telehealth.
- You can switch to telehealth at any time you are concerned, think you are contagious or are otherwise not able to make an in person appointment.
- 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 may not meet HSA/HRA/FRA medical necessity requirements for reimbursement.
- For individual intake sessions \$180, and EMDR Intensives \$625 for up to 3 hours (\$550 cash discount):
Venmo: 253-651-3752 / @Deanne-Dietz-111 within 24 hours of scheduling your appointment to confirm/hold the time.
- If you use a credit card (+3% fee,) 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. You can pay with a card for no additional charge by using the payment buttons at www.hearthealing.org/faqs
- 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 raise 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.
- am 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, traditional therapy hour 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. Insurance companies will not guarantee payment, rather, will make a final decision after the claim is received.



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- 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.
- 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, scheduling, or updating your information, please do this at the **beginning** of your session.
- Appointments can be made for in office, or virtually. I use www.remotemdr.com. No software download needed.
- 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. Please provide notification 24 hours in advance to avoid paying the cancellation fee of \$180 for 55 min. 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 in the same day. The cancellation policy, for confirmed cancellations, for any reason, is as follows:
5 days or more from appointment time: 100% can be used toward rescheduling within the next 30 days (less 1 hr rate fee).
48 hours to 5 days = 50% used to reschedule within 30 days.
48 hours to 2 hours = 25% toward reschedule within the next 30 days.
Cancellation within 2 hours or less from start time = 0% used toward reschedule.
- I offer week long EMDR Retreats. The cancellation policy, for confirmed cancellations, for any reason, is as follows:
4 weeks or more from appointment time: 100% can be used toward rescheduling within the next 30 days (less 1/2 day rate).
3-4 weeks from appointment time: 50% can be used toward rescheduling within the next 30 days.
2-3 weeks from appointment time: 25% toward reschedule within the next 30 days.
1-2 weeks from appointment 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 or paypal after the call. If your matter is urgent, call the Pierce County Crisis Line at 1-800-576-7764, or 911.

I typically work Monday afternoon-Thursday. I typically take two weeks off in August and September, and between Christmas and New Year's Day. If you require someone who offers more availability, let me know so we can find a local agency that has that capacity.

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