

## Welcome to C.P.W.I.

*Center for Psychological Wellness, Inc. is a mental health group practice dedicated to providing quality, comprehensive counseling services to the surrounding community. The practice is comprised of licensed professionals (psychologists, social workers and mental health counselors) working collaboratively to maintain a safe and comfortable setting in which clients can identify, work toward and achieve emotional and behavioral goals.*

*At CPWI, our goal is to provide a relaxing environment that allows you to leave the stressors of your everyday life outside so that you are free to focus on finding solutions for your real difficulties. Although there are unexpected circumstances that may sometimes cause a delay, you will rarely (if ever) have an extended wait for your scheduled appointment; we recognize that your time is as valuable as ours.*

*From the time treatment begins, your involvement is crucial. Because we believe that your knowledge of the treatment options and process are an asset, we are dedicated to providing you with pertinent information. The following sections contain helpful information regarding treatment modalities, the therapeutic process and payment arrangements/options. We anticipate that this information will provide you with an increased understanding and sense of comfort. Please ask for clarification on any questions that may arise.*

### THERAPEUTIC PROCESS

Therapy consists of three basic stages; assessment, treatment and termination. You are asked to complete a packet of information prior to your first visit that includes identifying information (name, address, phone, etc...) and background information. This information allows our staff to maintain accurate records and provides the therapist with a foundation on which to build for the first session. Although you may prefer to answer many of the questions during the session, having your responses on record serves to streamline the initial session; you will still have the opportunity to address anything that is important to you during your first meeting.

Assessment begins when your therapist reviews the information you completed on the *Initial Intake and History* form. Although assessment continues throughout the treatment process, the majority of the information needed to develop a treatment plan will be gathered in your first session. This will allow your therapist to work better with you in subsequent sessions.

Once your treatment objectives are identified, you and your therapist will discuss how you will best meet these goals in a timely manner. Unlike the way which media has often depicted counseling, sessions usually entail a dialogue between counselor and client that focuses on problem-solving. As you work toward your specific goals, therapy will be tailored to meet your particular needs. Your feedback on how helpful you perceive the therapeutic process to be is vital to your success. Questioning your therapist is not considered an insult.

While some people take weeks and others years to reach their counseling objectives, termination is the final stage of your treatment. Termination is initiated when significant progress has been made toward accomplishing your specific treatment objectives. This will not come as a surprise to you because you and your therapist will have been discussing your progress during the treatment phase. Termination may be a difficult part of counseling for some because of the rapport that develops throughout treatment. Your counselor will equip you with tools necessary to terminate comfortably and will remain just a phone call away.

Many people return to therapy at a later time with new treatment objectives and begin another course of counseling. We are here to help you resume your normal life as quickly as possible.

## PAYMENT ARRANGEMENTS/OPTIONS

In a perfect world, everyone would have the benefit of working with an independent counselor for as long as is needed to accomplish his or her personal objectives. However, our world is not perfect. The reality is that services cost money and you are entitled to receive a good value. Because each person has different priorities, we at Center for Psychological Wellness, Inc. believe that it is important that you know your options. The manner in which you pay for care may affect the scope of care you can look forward to having.

### YOUR PAYMENT OPTIONS INCLUDE:

1. If you are enrolled in a managed care program with which your therapist is contracted, we will accept fees paid directly by your managed care company and accept your contracted co-payment at the time of service;

If you decide to utilize your managed care benefits, please be sure to contact your managed care company directly to address any questions or concerns you may have.

#### Questions you may want to ask:

- Am I responsible for any payment at the time of service?
- What are the requirements for my counselor to file reports or turn over case notes?
- Who will have access to my files?
- How many sessions can I utilize each year? Who has the authority to decide how many of these sessions I can use and when? Are sessions with a psychiatrist included in my annual limits?
- Will I be asked to take medication?

2. Pay directly for your counseling services (a receipt will be given at the time of service for tax purposes); or
3. Pay directly and, if your insurance coverage allows, our office will help you secure any allowable reimbursement.

Many people have found that the direct pay option is best suited to handle their needs because it permits a higher level of confidentiality while providing greater flexibility and autonomy in designing a treatment program.

### WHEN YOU CHOOSE THE OPTION OF DIRECT PAY, YOU GAIN THE FOLLOWING ADVANTAGES:

#### Confidentiality:

Access to your records is usually limited to you and your counselor. However, some managed care companies require periodic chart reviews by their Quality Assurance Department. Additionally, **all** managed care companies require your counselor to provide a diagnosis and submit treatment plans when requesting additional sessions on your behalf. Ask your counselor for more information or to see the reporting forms if you are using a managed care plan and have concerns about your privacy.

#### Flexibility:

There are no restrictions placed on how you choose your counselor and what services you design in partnership with your provider. The plan of care and the payment of services are discussed and set by mutual agreement.

#### Autonomy:

The length of care, frequency of sessions and other aspects of work you do together are entirely up to you and your counselor.

#### TIMELINESS:

There is no wait for authorization to schedule appointment.