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ADVISORY : Beginning March 23, 2020, until it is deemed safe to be in proximity to one another again ; I will be conducting therapy online via Simple Practice. I will send you a link to complete intake forms on their secure portal. A Telehealth Consent form will be required prior to our first telehealth session if you have not participated in telehealth thus far. I can send you that form. It can also be found on my website (see above) and in Simple Practice.

The URL for Simple practice is <https://integralcounselingservices.clientsecure.me> for you to enter the client portal and sign forms but I will send them via email.

I have a Masters Degree in Counseling Psychology from Goddard College in Vermont, which I earned in January 1996. I have been working as a counselor in this state since January 1995 (including my internship year) and I completed the requirements set forth to become a Licensed Professional Counselor (LPC #3203) in North Carolina in November of 1998. In December of 2011, I obtained licensure as a Licensed Professional Counselor Supervisor (#S3203). The name of my licensure changed in 2020 to be more in line with other states, so I am now called a Licensed Clinical Mental Health Counselor Supervisor (LCMHCS).

I enjoy assisting children, adolescents, individuals, couples and families with self-esteem, grief, relationship, phobia, anxiety, sexuality, sexual preference, gender, spirituality, birth and parenting issues. I also have extensive experience working with sexual assault, sexual abuse, trauma recovery and related issues.

People have always been central in my life and I carry this love of people, in all their diversity, into my counseling practice working in partnership with my clients to solve emotional, behavioral, and relational difficulties. My training as a Marriage Family and Child Therapist includes work with Somatic and Expressive therapies which address the way in which one's ideas about oneself are played out, via behaviors or interpersonal dynamics. There is a relationship between the body, mind, spirit and emotional states. Each affects the other. **Integral** means "Made up of parts that together constitute a whole." Together we will look at the "whole picture", locate your problem areas and create a plan to effect your desired changes. Techniques I use include: Polyvagal Theory and Mapping to regulate the Autonomic Nervous System, Supportive Counseling, Family Mapping, Gestalt Exercises, DBT Skills Training, Art Therapy, CBT, Child Parent Psychotherapy, Bibliotherapy, Healing Ceremonies, Stress Management Techniques, Mindfulness Exercises, Energy Medicine, Social Skill Building, Supportive Visioning and Goal Oriented Action Plans. In 2021 I will be adding the Safe and Sound Protocol developed by Stephen Porges to my repertoire. I believe each person holds within them the power and knowledge to heal, grow, and change and that our best solutions reside within us.

I am also a **Healing Touch Certified Practitioner (HTCP)**. Healing Touch is a form of Energy Medicine which addresses the imbalances we can experience in life from the perspective of the energy body, chakra system and subtle energy body or the fields of energy in and around our body. It can be performed with light touch or no physical touch by working with the chakra system and energy fields in and around your body. It can also be administered in a distance fashion. Healing Touch is well researched and is accredited by two accrediting bodies: ANCC American Nurses Credentialing Center and the NCAA National Commission for Certifying Agencies. It is endorsed by the AHNA American Holistic Nurses Association and the CHNA Canadian Holistic Nurses Association and by the NCBTMB National Certification for Therapeutic Massage and Bodywork as a source for continuing education credits for its members. **The Healing Touch Program is actively advocating for the inclusion of CPT codes for insurance billing so hopefully someday that will be an option, but is currently an out of pocket service on a sliding scale.**

Another approach my clients may benefit from is: **Shamanic Healing Ceremonies** as taught to me by native elders, Will Rockingbear and Grandpa Roberts, with whom I apprenticed for a combined total of 15 years. While these ceremonies and their effectiveness in healing predate even the concept of double-blind studies, there are no studies that I'm currently aware of to "scientifically prove" their effectiveness. Participation in these adjuncts to therapy is voluntary, as is the therapy itself. If you have an interest in any of these modalities, please let me know. I am quite flexible and meet people where they are at using the best fit of interventions to address the issues you come in with. **Services for this work is on an out of pocket sliding scale basis only.**

Because of the subjective and qualitative nature of therapy and healing work I cannot guarantee specific treatment outcomes. Your involvement in your counseling is what makes it meaningful and productive, the more you put into it the more you will take away. Together we decide on the frequency of sessions and when to terminate therapy based on the results in your life and the progress you are making. I encourage you to grant yourself permission to work through any feelings of discomfort that may arise in the context of therapy as that is often where the healing occurs. We can talk about it and find ways to increase your skills in the area of stress management, distress tolerance and self regulation. My job is to help my clients find the sparks of healing within themselves and to fan the flames of their success. I welcome your questions, comments and feedback at all times.

There are risks involved with counseling, you could become happier and more effective in your life! Before that happens, some people experience growing pains and shifts in their coping mechanisms that can impact their relationships and other life decisions. At times, we feel worse before we feel better. Just like cleaning out closets in our home we often make a bigger mess before it looks better and the unused items are removed. Be prepared to go as deep and stir up as much dust as you are ready to clear away. I will support you by continuing to see in you the healed and highest functioning aspects of yourself that you may be learning to access and accept. I will offer you any skills I have learned along the way that could be helpful and make suggestions for adjunct work where appropriate. If your safety, or someone else's, is in jeopardy due to your emotional state I will do whatever it takes to ensure safety leading up to and including hospitalization (although I have very rarely had to use this last resort!). I will assist you in finding or regaining the balance in your life that may have been lost along the way.

BUSINESS POLICIES AND PROCEDURES

Appointments

Your session will last 55 minutes and you will receive a reminder from Simple Practice EHR. That time is reserved for you and is difficult to fill on short notice, even with a wait list. If your appointment time needs to be canceled or re-scheduled please do so as soon as you become aware, **but certainly within 24 hours of the scheduled time by leaving a phone message at 919 618-4919** (email is not reliable). **There will be a regular session charge (not just your copay) for missed appointments and last minute cancellations (without 24 hour notice)** unless a genuine emergency is at cause. I reserve the right to discontinue treatment after three no shows or late cancellations without 24 hour notification. I will, of course, assist you in locating a new therapist.

Confidentiality

Confidentiality is the cornerstone of a strong counseling relationship and is maintained at all times. This applies to child clients as well as adult clients. While legally parents have a right to know what happens in their child's session, children many need some privacy to be able to confide in a therapist. It is my policy to have children choose what they wish to share with parents so that the relationship of trust that children depend on with me can be protected, unless it is a major safety issue. Then I will discuss with the child the need to tell someone to keep them safe. I work with parents to understand the child's issues and possible solutions for their family's situation in joint sessions or in sessions with the parents without repeating what their children tell me. I encourage the child client to share important information with their parents with my support as they are ready and able (often in session with me) so that their relationship is strengthened in the process.

To provide consent for treatment for a child you must either have sole legal custody OR shared legal custody OR legal guardianship. By signing below you are stating that you have the legal right to consent for this child. If you are divorced and share legal custody by signing below you are stating you have told their other parent, or will tell the other parent promptly that you have brought the child to me for services. If you fail to do so, you may violate your court order. I also will need to have a copy of any court orders pertaining to custody and parental delineation of duties and responsibilities regarding medical and mental health services and supervision of children.

When working with children, the parent who initiates the services is responsible for payment unless a signed written agreement divides the burden of payment between parents, or places it on the other parent and I would need a copy of that legal document. Fees for collateral sessions with parents of child clients will also be due at the end of the session. Should a situation arise where I need to consult with a physician, teacher, or other professional, fees and services are outlined below.

There are, however, a few situations in which confidentiality can/must be broken; these exceptions are:

- The HIPAA laws allow for health care providers to communicate for continuity of care purposes. I will request that you sign a "*Release of Information*" consent form out of respect for your privacy and to verify your consent. 1) Release/Disclosure of information may only occur with a consent *unless* it is an emergency as detailed in NC General Statutes 122C-52 through 122C-56. 2) That the provision of services is not contingent upon such consent and of the need for such release. The client or legally responsible

person shall give consent voluntarily. 3) That confidential information may not be disclosed without written consent when federal statutes prohibit that release. 4) That consent can be revoked in writing at anytime.

- If abuse or neglect of a child or an elder, is disclosed or suspected, the law requires that it be reported to the proper authorities to keep people safe.
- If the therapist believes that a client poses a threat of serious or foreseeable harm to self or others, the proper authorities must be contacted to prevent that occurrence. I reserve the right to seek emergency care on your behalf, if necessary, to save your life or someone else's.
- In legal situations, client/therapist information is privileged except when mental status is an issue *or* if a judge declares this information necessary for the administration of justice and a court order is issued.
- In regards to working that with adjunct therapists, confidentiality is maintained unless an authorization to disclose specific information is signed.
- An ethical and educational requirement for therapists is to receive supervision as part of their certification and licensure requirements. I receive supervision where I discuss pertinent issues that arise in cases without revealing any identifying information about clients.
- I cannot guarantee the security of messages that are sent to me via email, so I encourage you to not send me emails regarding your counseling. If you choose to communicate about confidential matters via email, I require that you sign a release to that effect (see bottom of form) and a Social Media Policy form in your intake packet. **I now have a secure messaging system via Hushmail:**
miriam.lieberman@integralcounselingservices.com . I am also moving to digital electronic health record via **Simple Practice** and you will have a secure portal there as well for confidential HIPAA compliant communication. I will need for DSimple Practice.
- If you wish to receive notices of classes, workshops, and ceremonies happening here please let me know by signing the release at the bottom of this form, or check the box to say no.
- In the event, that I should die or become incapacitated my clients will be notified of the location of their medical record. In the event my client dies or becomes incapacitated, I will exercise the same degree of confidentiality afforded them in life.
- A copy of your medical record can be obtained by requesting it in writing and a minimal fee to cover the copying cost may be charged. In the event you request your record I prefer to meet with you to review it together to answer any questions you may have. Typically, a written summary is more useful to a client and can also be provided upon written request.

Dual Relationships

The code of ethics for counselors forbids dual relationships between therapists and their clients. This is to ensure safe and effective treatment of the client and her/his concerns. While I work to create an environment of equality and respect, counseling is designed to focus on the issues of the client, not the therapist. I, therefore, do not engage in social or business relationships with my clients. Needless to say, any romantic or sexual involvement with my clients is out of the question. Any such overtures toward me will be discussed in the therapy until resolved or a referral will need to be made.

clinical needs and progress. If I feel you and the group would benefit by your participation, we can discuss that on a case-by-case basis. If you choose to participate in any of the classes, workshops, or groups that I offer for healing and growth, I will maintain your confidentiality. You are free to tell people whatever you like about your own life and healing path, but confidentiality is strictly kept even in group settings.

Fees and Insurance (as of 4-22-21)

At this time I offer an adjustable fee scale (if not using your insurance) of:

\$165.00 to \$140.00 for intake session (60 mins)

\$210.00 to \$185.00 for intake session (90 mins)

\$135.00 to \$110.00 for individual counseling (60 mins)

\$180.00 to \$145.00 for individual counseling (90 mins)

\$110.00 to \$85.00 for individual counseling (45mins)

\$ 75.00 to \$50.00 for individual counseling (30 mins)

\$160.00 to \$140.00 for family counseling (60 mins)

\$210.00 to \$185.00 for family counseling (90 mins)

Fees are payable in full at the end of each session by cash, check or credit card and some HAS cards. I am beginning to use **Simple Practice Electronic Health Record** to be able to meet the requirement for BCBS State Plan connectivity to the NCHIE database. The Plan I am using is called Simple Practice and has an integrated online payment system using Stripe. Your intake forms will ask for a credit card number. I can still receive cash and checks but practicing mostly telehealth for the foreseeable future it is necessary to add this feature. During the current crisis of Covid-19 there is also a Paypal link on my website if you prefer that.

For self-pay clients, an amount in the above range commensurate with your ability to pay will be mutually decided upon ahead of time and written into this contract. All payment arrangements must be agreed upon prior to your session.

Insurance

I can bill insurance for sessions with individuals for whom I have a diagnosis and treatment plan verifying medical necessity. The use of a Family Therapy code would apply where a family member is attending in support of the Identified Patient, such as parent meetings or family support.

I AM NOT ABLE TO BILL INSURANCE FOR COUPLES work because *the couple is the client*, meaning there is not one patient with a diagnosis to whom the medical record would belong. This means that, for couples, my clinical record must have the written consent of both parties to be released. For this reason, I must charge out of pocket and we will negotiate a mutually agreed upon fee using my sliding scale. I am happy to explain this to you further upon request.

I currently accept **Aetna** and **most BCBS plans** when billing for individuals/families; please verify with your plan, that I am in network, what your deductible amount is (if any), and what your co-pay or co-insurance is. **You will be responsible at the time of treatment for the co-pay or co-insurance amount designated by your plan. These generally apply only after any applicable deductible has been met.** This means that if you have a deductible to meet you must pay my entire contracted rate with your insurance carrier until the deductible is paid off. Then the

co-pay/co-insurance applies until your total out of pocket (o.o.p) has been met. Once your o.o.p. expenses are met, the insurance pays the entire amount but that is rare with HSA's unless you have surgery or big medical expenses. Insurance pays based on "medical necessity", requiring a medical diagnosis code. If you plan to submit the insurance claim yourself for reimbursement as an out of network claim, I must charge my full insurance fee and then you will be reimbursed your portion from insurance.

If your insurance company denies a regularly submitted claim, then you become responsible for the entire amount of my contracted rate with the insuring body just like in any other medical practice. This is rare but can happen, especially in these times of great change in the health care system. If your premium has not been paid the claim will also be denied, requiring you to pay me in full. I will continue to bill your insurance as a service to you, as long as it remains feasible, given the many changes facing practitioners today. This could change in the future. In the event that my policy changes, all of my clients will be notified. **Should you choose to use your insurance, it is my obligation to inform you that a diagnosis is required by the insuring body. This diagnosis will become a permanent part of your and my medical records.** The insurance company can require copies of your record at any time and I could be obliged to provide that. I will always do everything I can to protect your confidentiality but could be required to supply clinical information regarding your claims. **The choice to pay out of pocket to preserve optimum confidentiality remains yours.**

Informed Consent: Fees

- **Meetings** attended on your behalf (with schools, treatment team, etc.) are billed at **\$125 per hour**, including travel time. Between session emergency phone calls, after the initial 10 minutes, are billed at your insurance rate or **\$135.00 per hour** and if they become a frequent occurrence, I will recommend sessions more often with less time elapsing between them and/or complimentary therapies as needed.
- **Depositions and Testimony** as fact or expert witness: **\$295.00 per hour** including time preparing for and giving deposition. Travel to and from court are charged at **\$125.00 per hour**. These fees are due in advance and/or day of service based on estimated time required in fifteen minute increments.
- **All Other Non-Clinical Services:** this includes phone calls on your behalf, letters, providing documentation (plus copying cost), email, and telephone consultation are billed in 15 minute increments at **\$40.00 per hour**.
- **Any time and money spent recouping costs for unpaid bills** will be charged at **\$40.00 per hour**. If a collection service or attorney is required to recoup cost, you are responsible for these charges.
- **Missed Appointments/Late Cancellations:** I charge my contracted rate with you or your insurance for missed appointments without 24 hour notice unless a true emergency arises.

Telephone and Emergency Policy

I return calls within 48 business hours whenever possible. You are free to leave a message on my confidential voice mail(s). Be sure to indicate if it is an urgent matter, the time of your call, and when and where I can reach you. Also, please let me know if I can leave a message, or not, when I return your call. If you wish for me to return your call please make sure your phone can receive messages (clear the VM box). For calls of ten minutes or less there is no charge. I reserve the right to charge **\$135.00/hour in fifteen minute increments (\$31.25)** for calls lasting longer than ten minutes. If lengthy calls are frequent, during a period of crisis for example, I will most likely

recommend less time in between office visits. I will do my utmost to provide you with a designated back-up therapist to handle emergencies in the event of my absence. **In order for me to text you, you must sign the release below.**

If you are in urgent crisis and I cannot be reached (**my cell phone is 919 618-4919**) please call your local emergency room psychiatrist or crisis team on staff. These numbers were given by each facility:

UNC Hospital Emergency: Daytime (919) 966-5217 Afterhours: (919) 966-2166 (pager)
Duke Hospital Emergency: (919) 684-8111 and request psychiatrist on call
Durham Regional Behavioral Health Emergency Line : (919) 470-6137
Alamance Regional Hospital Emergency Room : (336) 538-7050

Complaints

I am bound by the ethical codes for all Licensed Clinical Mental Health Counselors and gladly abide by these guidelines out of respect for you and me. If you are dissatisfied with any aspect of our work, please notify me immediately. It is my goal and obligation to work with you to the best of my ability. If I do not feel, or you do not feel, the services are helping, and we have discussed this, I will gladly assist you in seeking an appropriate referral. If you feel you have been treated unfairly by me (or any other LCMHC), and cannot resolve this directly, you may contact: North Carolina Board of Licensed Clinical Mental Health Counselors at PO Box 77819 Greensboro, NC 27417 or (844) 622-3572 or (336) 217-6007 for clarification of clients’ rights or to report a complaint.

Please read and sign this form:

I have read these business policies and understand and accept the policies as described. I understand that, irrespective of insurance, I am responsible financially for services rendered and that payment is due in full each session unless otherwise agreed upon. **In signing this form, I give my permission to release information to my insurance company to process claims for payment. I understand that I will be charged for appointments canceled with less than 24 hours notice unless a true emergency has arisen.**

I shall pay _____ co-pay or rate per session, as agreed upon with my therapist. I also understand that I am responsible to pay Miriam’s contracted rate with my insurance carrier should they deny payment for any reason.

Signed: _____ Date: _____
Client

Signed: _____ Date: _____
Therapist

I choose to communicate with Ms. Lieberman via email and/ or texting and I take responsibility for the fact that this could compromise my confidentiality. I will not hold Ms. Lieberman responsible for any breach of confidentiality due to my choice to communicate via email and/or texting.

Signed: _____ Date: _____

I wish to receive email notices of classes, workshops and ceremonies that are held at the offices of Integral Counseling Services or by Miriam Lieberman, MA, LPC, LPCS, HTCP.

_____ Yes, Please add me to your mailing list.

If yes, Email Address: _____

_____ No, I prefer to **not** receive any emails.

Signed: _____ Date: _____

Feel free to ask for clarification about anything mentioned above or to ask any other questions you may have. I look forward to working with you!

Miriam Lieberman, MA, LCMHCS, HTCP

revised April 22, 2021