



**Heidi W. Neuberg, MS, LPC, LRC**  
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[www.evecounseling.com](http://www.evecounseling.com)

### **Policy and Consent for Treatment**

WELCOME to the mental health services of Eve Counseling & Coaching, LLC. We are pleased to have the opportunity to work with you and/or a loved one. We would like to take this opportunity to familiarize you with the policies and procedures of Eve Counseling & Coaching, LLC. Please read the information carefully and ask any questions regarding the material in our forms at any time of your session. Please be advised that your signatures on the forms will demonstrate your acceptance to this agreement between all responsible parties and Eve Counseling & Coaching, LLC.

At Eve Counseling & Coaching, LLC we are dedicated to the personal, emotional, social, and/or behavioral concerns of all those we serve. We believe in offering support, compassion, and understanding to promote healthy skills and strategies for living a balanced life. We attempt to provide a therapeutic approach where we are able to personalize therapies based on the needs and goals of those we work with. It is very important to recognize and understand that mental health counseling is a process which varies from person to person. Most importantly, the client(s) must be an active participant in the process, and the mental health professionals of Eve Counseling & Coaching, LLC cannot guarantee any desired results.

In any professional relationship, especially in the field of mental health, it is a necessary component for both the counselor and client(s) to feel comfortable working together for any and all treatment goal(s) decided during the initial phase of counseling into the process of therapy. We encourage you to evaluate your relationship with your counselor and address any concerns you may have during the counseling session(s). We encourage our mental health professionals to look out for the best interest of the client(s) and by doing so; it may be in their professional judgment that referring you to another mental health at an outside establishment and/or individual, is in the best interest of the client(s).

### **Confidentiality:**

The professional ethics and laws set forth for Licensed Professionals Counselors in regards to confidentiality, prevent us from divulging any written and verbal records of information to anyone without your signed written permission. We also encourage you to read our current Notice of Privacy Practices Form which will be reviewed during the initial intake session and discussed in more detail within those pages. However, there are a few rare exceptions to confidentiality listed below.

1) Duty to warn and protect.

A. When a client(s) discloses imminent intentions to harm another person or one's self, our licensed professional counselors are required by the law to notify the intended victim, and/or the intended family, and/or report the information to the police and/or seek hospitalization for the client(s).

2) Abuse.

A. When a child/minor reports that he or she is being abused and/or neglected, our licensed mental health counselors are required by law to report the information to the appropriate social service agency and/or the police. Furthermore, if the Child Protection and Permanency Agency (formally known as the Division of Youth and Family Services) request that our licensed professional counselors release information to them, we are required by law to provide them with the requested information.

3) Legal.

A. If presented with a court order signed by a judge, our licensed professional counselors are required by law to release the records.

**Insurance & Fees:**

In any professional relationship, payment for services is an important matter. This is even more important in mental health, where clarity of relationships and responsibilities are a goal of treatment. Eve Counseling & Coaching, LLC is an out-of network fee-for-service provider. We do not contract directly with insurance companies, but many clients find that our services are covered through their out-of-network benefits. Your counselor can provide a monthly statement that can be submitted to your insurance provider if you have out of network benefits. We recommend that you contact your insurance company prior to your initial appointment with us, so that you are aware of your coverage.

Payment is made to Eve Counseling & Coaching, LLC at the time of service by check or cash. We expect our clients to be up-to-date on their balance. Please pay your bill at the time of service to avoid collections. If an account has not been paid within 30 days, we will notify you in writing and by telephone. If we do not receive payment within 60 days from date of service, it is our policy to turn your account over to a collection agency. It is agreed that if your account is referred to an outside agency or an attorney for collection, you (as the responsible party) will be accountable for an additional collection fee of twenty percent (20%) of the balance of your account or (\$50.00), whichever is greater. Any account which has been sent to collections may be reported to the credit bureau. Also, note that any bank charges for returned checks will be your responsibility at a fee of \$30.00 regardless of the amount of the check.

**Couples Counseling:**

As mentioned earlier, it is very important that the person(s) involved in counseling

are an active participant in their own therapeutic process. This is why Eve Counseling & Coaching, LLC recognizes that in order to provide appropriate couples therapy, both partners must be present at each session; otherwise the session will need to be cancelled and a cancellation fee will be applied if 24 hour notice had not been applied accordingly as per our cancellation policy.

**Cancellation Policy:**

Appointment times are set to accommodate our clients' schedules as often as possible. In order to receive the most success from counseling, it is in the client's best interest to keep their scheduled appointments on a regular basis. We encourage our clients to discuss any need to change an appointment. If you are unable to keep your scheduled appointment, we require that you contact Heidi Neuberg directly at 973-975-7778.

Once an appointment has been scheduled, we have a cancellation policy which requires 24 hour notice. If you neglect to cancel your appointment with at least 24 hours advanced notice or miss an appointment entirely, there will be a late cancellation or "no show" fee of \$35.00. We do permit our clients a one-time exception to our late cancellation or "no show" fee within a six month span during counseling. Please note that if a late cancellation or missed appointment should happen again after the "one-time exception," the client will then be charged a fee of \$35.00.

**Agreement:**

I have read and understand the above information and agree that regardless of my insurance status, I am responsible for the payment of fees at the time of service or any balance due for the services provided by Eve Counseling & Coaching, LLC. I also agree to consent to mental health counseling by Eve Counseling & Coaching, LLC located at 13 James Street, Morristown, NJ 07960 for myself or with my spouse/partner. As a representative of Eve Counseling & Coaching, LLC Counseling, LLC, the counselor's signature and date below signifies an agreement between client(s) and Eve Counseling & Coaching, LLC. As a privately run counseling service, we reserve the right to review and determine in our professional discretion and judgment whether appropriate under certain circumstances to discontinue the relationship and potentially refer clients to professionals outside of Eve Counseling & Coaching, LLC at any time.

Print Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Client Name: \_\_\_\_\_

(Spouse/Partner)

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Spouse/Partner)

Counselor Signature: \_\_\_\_\_ Date: \_\_\_\_\_