

Practice Policies

PRACTICE POLICIES

SanGeorge Counseling, PLLC

Telehealth

111 Bain Street, Suite 323 Greensboro, NC 27406

Contact info: Lynley@sangeorgecounseling.com; phone number: 336-310-8882 Client Portal:
<https://lynleysangeorge.clientsecure.me/>

I monitor my email several times a day and will do my best to get back to you promptly.

Qualifications and Scope of Practice:

I received my joint Master's in Social Work in 2018 from The University of NC at Greensboro and NC A&T University. I received my license to practice social work in 2020. I am a licensed Clinical Social Worker governed by the Code of Ethics of The National Association of Social Workers. My license (C013324) is in the state of North Carolina. The code of Ethics is available here:
<https://www.socialworkers.org/About/Ethics/Code-of-Ethics>
(<https://www.socialworkers.org/About/Ethics/Code-of-Ethics>).

SanGeorge Counseling provides confidential and professional psychotherapy services from a compassionate and person-centered perspective Using an Integrative approach, I draw from various disciplines such as Cognitive Behavioral, Psychodynamic, and Humanistic therapy to treat clients based on their unique needs.

Diagnosis and Recommended Treatment: The therapeutic relationship is an important aspect of therapy. It takes vulnerability and trust to share with your therapists in a session. Therefore you need to feel comfortable with your therapist. The first few sessions can help you realize if we are a good fit or not. If you feel that we are not a good fit, I can refer you to another therapist. If I feel that your needs are outside of my scope of practice I will discuss this with you and provide you with a referral.

During the initial session, we will go over your history and discuss the reasons you decided to seek support. In order to submit an insurance claim, therapy services require a documented medical necessity, encompassing a formal diagnosis that guides your treatment plan. The treatment plan will state your goal(s) along with objectives and interventions to help you meet your goal(s).

Therapy can bring up a lot of difficult emotions and it is not uncommon to feel these emotions more intensely in the beginning phase. Please stick with it, therapy is a process it is hard work, but you are worth it! It will be important for you to practice what we go over in session to see any real growth. My goal is to “work myself out of a job” to give you the skills you need to grow and thrive Therapy is not magic and I do not promise a cure for anyone. But with hard work, you can begin to see growth and change.

Appointments and Cancellations:

Please give adequate time before canceling or rescheduling an appointment. When you do not reach out to cancel on time, it makes it difficult to fill the slot for another client on such short notice

For cancelations, rescheduling, or administrative matters between sessions, the preferred method of communication is through your portal <https://lynleysangeorge.clientsecure.me/> (<https://lynleysangeorge.clientsecure.me/>). Please get in touch with me at least 24 hours (48 hours preferred) before your scheduled appointment. You can also reach me by phone at 336-310-8882 or email at lynley@sangeogecounseling.com.

It remains the client's responsibility to keep track of and attend all scheduled therapy appointments, regardless of text or email reminders.

This cancelation policy remains applicable even if missing the appointment was unintentional.

Fees for no-shows/late cancellations:

Repeated cancellations will be discussed and I may determine that we may need to end therapy.

- No-Show Fees: \$75 for failing to attend a scheduled appointment without appropriate prior notice.
- Late Cancellation Fees: \$75 for sessions canceled less than 24 hours in advance.

** Insurance companies do not generally reimburse for missed appointments.

- If you are more than 10 minutes late to a session without contacting me, you are subject to a late fee.

Waiver of no-shows/late cancellations:

I understand that unforeseen circumstances may arise, and I make an exception to the cancelation policy in the case of a serious or contagious illness or emergency. A grace period is extended for these situations, allowing an exception.

The standard duration for psychotherapy sessions is 38-60 minutes. However, you have the flexibility to determine the length of your sessions. Any requests to change the standard 38-60-minute session should be discussed with me to schedule the appropriate time in advance.

Cost of Professional Services/Billing/Insurance

All billing for SanGeorge Counseling, PLLC goes through Alma or Headway depending on your insurance. I am credentialed in-network in North Carolina with Optum, Aetna, and Cigna through Alma (essentially a group practice) and Blue Cross Blue Shield through Headway. Before your first appointment, I will send you a link via email to have your insurance verified. Once your insurance has been verified you will receive an email from the platform (Headway or Alma) letting you know the cost of your sessions.

I recommend that you reach out directly to your insurance company to clarify the specifics of your coverage, including what your plan covers and any costs you may be responsible for related to sessions billed through **Headway** (<https://headway.co/>).or **Alma** (info@helloalma.com (<mailto:info@helloalma.com>)) depending on the platform used for billing. This ensures you have a clear understanding of your benefits and any out-of-pocket expenses.

Please know that you are responsible for paying services should your insurance company pay only a part of the fee or deny the claim.

My billable fees are as follows:

Initial diagnostic assessment= \$145

Subsequent sessions = \$125

I keep a limited number of sliding scale slots open for those experiencing financial hardship, I do this through a nonprofit called OpenPath Collective.

OpenPath Collective (<https://openpathcollective.org/>) is a nationwide nonprofit network of mental health professionals providing counseling at steeply reduced rates to those in need. A one-time, lifetime access to counselors costs \$65. After paying the fee, you will be provided with a membership ID, once I have your membership ID information you can decide on the rate to set for sessions. It is a sliding scale of \$40-\$70.

****If you have insurance that is out of network and wish to submit a claim, I can provide you with a SuperBill upon request- itemized receipt, which you can use to submit a claim to your insurance.**

I reserve the right to change the costs of therapy. If I change the cost of therapy I will let you know in writing before payment is collected.

Overdue Accounts

Accounts are considered overdue after 30 days if no payment is received (or if no payment arrangements are made).

Electronic Health Records (EHR)

I use Simple Practice (web-based electronic health, software, and practice management solution) for writing intake, diagnosis, treatment plans, consent to treatment, assessments, and documentation including progress notes, discharge paperwork, and other paperwork related to your chart.

Confidentiality

Under North Carolina Law, communications between LCSW and the client are privileged and confidential and may not be disclosed without specific authorization of the client except under specific, limited circumstances. Please refer back to the Notice of Privacy Policies for more details.

Reporting Requirements

The client's confidentiality is waived if I suspect that the client is a danger to self or others or when there is a suspected child, elder, or dependent adult abuse, or preventing or reducing a serious threat to anyone's health or safety. The client will be made aware of the reporting.

Telephone Accessibility

If you need to make an appointment, call for a consultation, reschedule, or cancel an appointment, you can reach me at 336-310-8882. I use a Google voice phone number (**BAA Business Associate Agreement**) that is HIPPA-compliant. I will attempt to return your call within 24 hours.

Social Media

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Electronic Communication I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I try to return messages promptly, I

cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Kindly be aware that email, electronic messaging, voicemail, or other forms of communication outside face-to-face sessions are not substitutes for therapy. I cannot offer a comprehensive assessment through these channels and cannot guarantee the availability of therapeutic interventions between sessions.

In the event of a mental health emergency, please proceed to your nearest emergency room or dial 911.

It's important to note that the practice utilizes Google Mail for email correspondence. While we make efforts to maintain confidentiality, I cannot guarantee the same level of confidentiality through email or any form of electronic communication. If privacy is a priority, please consider discussing sensitive matters during face-to-face sessions.

You may send me a secure message through your Simple Practice client portal <https://lynleysangeorge.clientsecure.me/> (<https://lynleysangeorge.clientsecure.me/>). This messaging system is HIPAA compliant, ensuring confidentiality for the information you share between sessions. It is a preferred and secure method of communication.

However, it's essential to remember that communication between sessions, whether through the portal or any other means, is not a replacement for therapy. I am unable to offer assessments or interventions between face-to-face sessions, as well as through electronic or telecommunications. The portal is designed for secure administrative communication and not therapeutic interactions.

Telehealth

Currently, I offer Telehealth services. It's important to note that insurance plans vary in coverage for telehealth services. It is your responsibility to confirm your coverage before scheduling a telehealth session. Please take the necessary steps to ensure that you have the appropriate coverage in place. I used Simple Practice as my telehealth platform for sessions, I will email you the link to log in, before your first appointment. If you would like to use your mobile device for a session, you would first need to download the SimplePractice app.

If there is a problem with the connection, etc. As a backup plan for telehealth, we will use Doxy.me also HIPPA-compliant and confidential. <https://doxy.me/lynleysangeorge/csw> (https://doxy.me-a7fce4330cf3.intercom-clicks.com/via/e?ob=LDKfleBdJU8c4wQBj%2FXRtKBobmE7j4Tmp02h%2F2SShSOsDrnCYGr05%2BUghlQclvb%2F&h=0:i11e88km_26778309143730).

Interactions Outside of Therapy

Occasionally, we may encounter each other outside of therapy. In such instances, I will not acknowledge you to protect your confidentiality rights. If you choose to say hello, you are welcome to do so, but there is no expectation or requirement for you to do so.

We will address the encounter at the subsequent face-to-face session, ensuring open communication and respecting your privacy throughout the therapeutic process. Professional Boundaries for LCSW's include refraining from socializing or becoming friends with past and present clients and should never become sexually involved with clients.

Conflict of Interest

From time to time actual or potential conflicts of interest may arise. If I become aware of a conflict of interest in providing treatment to you, I may be required to refer you to another therapist. Information will remain confidential regardless of the existence of a conflict of interest.

Termination

Ending relationships can be difficult. Therefore, it is important to have a termination process to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Termination can occur for various reasons including a change in insurance, moving out of state, or completing your goals. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

If three weeks pass without scheduling or attending a session, and there has been no communication or prior arrangements, I may assume you have chosen to discontinue therapy. This decision helps ensure compliance with legal and ethical guidelines regarding our professional relationship. **Please know that you are always welcome to reach out if you wish to resume or discuss your care.**

Concerns or Complaints:

If you have any complaints about the treatment you have received you should feel free to reach out to me. You may also reach out to The National Work Social Work Certification and Licensure Board.

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

updated 01/2025