

Professional Disclosure Document

Chelsea Sapp Golden, MA, LMFT

Licenses and Certifications: Marriage and Family Therapist #1742

Address: 3410 Healy Dr. Suite 207, Winston Salem, NC 27103

Phone: 336-793-7005

Email: Chelsea@NewLifeWinston.com

Web Address: www.NewLifeWinston.com

Qualifications: I earned a Master of Arts in Marriage and Family Therapy Degree from Pfeiffer University, graduating Cum Laude, in 2014 in Charlotte, North Carolina. I am currently a Licensed Marriage and Family Therapist in North Carolina.

Counseling Background: I've worked as a Marriage and Family therapist for 5 years. In that time, I have worked in a private practice setting, a community mental health setting, and a school setting. I have worked in an outpatient therapy setting and in higher levels of care such as the enhanced services of Day Treatment. I also have experience with Case Management and linking clients with other services that may assist them. I have experience with children as young as three years, teaching them and their families emotional regulation and parenting techniques, to teens and young adults who also struggle with expressing their emotions appropriately. I utilize person centered techniques, to help you get the best course of action specifically for you and your family. I also utilize strengths based, solution focused and cognitive behavioral approaches, that are evidence based and proven to help initiate change. I also provide trauma focused cognitive behavioral therapy, talk therapy, premarital therapy, couples counseling and enrichment, communication skills and relationship building. In group counseling, I help you relate to others who are experiencing some of the same or similar challenges, and create an environment where clients not only learn from the group topic, but from one another as well.

Although I have experience with a variety of difficulties and mental health concerns, my specialties are trauma focused cognitive behavioral therapy (TFCBT) for children and adolescents who have experienced trauma, marriage and family therapy, premarital and marital counseling, teen counseling, grief, anxiety, depression. I also offer faith based Christian Counseling to those who are interested.

My passion is to provide a safe and nurturing environment, where clients can be vulnerable and share their feelings without fear of judgement or shame. I provide support and practical feedback to help you effectively address the obstacles you are facing. I work with you to help you build on your strengths and attain the personal growth that you commit to accomplishing. My job is to help you see your challenges in a new way, so you can take the next step toward lasting change. I strive for building a positive and encouraging relationship with my clients to help them take on and work through their challenges.

I am a local North Carolinian, who has been in the Forsyth County area for over 30 years. I look forward to getting to know you, and helping you realize and actualize the best version of yourself!

Counseling Services: I provide counseling services to individuals including children and adolescents ages 3 to 17, and adults of all ages. A standard counseling session is 53 minutes in length (extended time for sessions can be arranged). Group therapy sessions are 1 -2 ½ hours depending on the group size and meeting location. The scheduling needs and frequency of sessions will be determined on a case-by-case basis. Counseling services are provided at my office located on Healy Dr. Counseling services are offered to anyone without regard to race, gender, age, disability, or sexual orientation.

FEES AND SERVICES:

- **Free Screening:** A brief (10-15 min) screening with the Practice Director is offered at no-charge and may be conducted in-person or by telephone as time allows.
- **Telephone Consults:** There is no charge for brief telephone calls with clients. Calls exceeding 5 minutes are charged at the rate of \$20 per 10 minute time unit. Health insurance won't cover the cost of Telephone Consults.

IN-OFFICE SERVICES:

- **Brief Coaching Sessions:** NLCC doesn't offer therapy sessions under 40 minutes as we believe that it's impossible to do justice to the therapeutic process in such a brief time. However we do offer brief coaching sessions. \$100 for up to 40 minutes for Individual Office Session (additional time billed in 10 minute increments at \$20 per unit) Must be scheduled in advance, in person or by phone. All other sessions are assumed to be 50 minutes. Insurance WILL NOT pay for coaching sessions.
- **Full-Length Sessions:** \$130 per 50 minute hour for Individual Office Session. \$140 for 50 minute couples and family sessions (additional \$30 for high conflict cases). Additional session time, if time allows, is billed in 10 minute units at \$20 per unit. If you arrive more than 5 minutes late for your session, your session may be rescheduled or reclassified as a brief coaching session (insurance will not pay for coaching sessions).
- **Extended Sessions:** Individuals, Couples or Families may choose longer session times. Couples and families often need and/or benefit from having additional time. The extended portion of these sessions are not covered by insurance. It is preferable that these are scheduled in advance but the time may be extended, if time allows, and after 50 minutes is billed in 10 minute units at \$20 per unit including a 10 minute break for each hour.
- **Groups:** \$60 per 1 1/4 hour for In-Office Groups. Longer Groups to be determined based on time.
- **Crisis Sessions:** \$225 for the first hour plus \$130 for each additional 30 minute unit.
- **Other services not covered by insurance:** Executive Coaching (\$150 per 50 minutes), life coaching (\$130 per 50 minutes), career counseling (\$130 per 50 minutes) and hypnotherapy (\$225 per 90 minutes) sessions are also available.

SERVICES THAT MAY BE PROVIDED INSIDE OR OUTSIDE OF THE OFFICE:

- **"Prolonged Exposure with Response Prevention" Sessions:** These sessions typically take more than 50 minutes and the extended portion is not covered by insurance. This is often performed in a community setting and may include travel and other incidental expenses.

Payment is due at the time of service for in-office sessions. Payment can be made by cash, check or by credit card. There is no sliding fee schedule at this time. We don't accept Medicaid, however we will gladly bill the insurance company for those clients who have insurance coverage. This is done as a courtesy to you and doesn't guarantee that your insurance will cover all or a part of your therapy. You are responsible for any unpaid balances. You agree to notify us **immediately** if your insurance changes. The NSF fee for a bad check is \$40. Any unpaid balance after 30 days may be reported to the credit reporting agencies and/or forwarded to collections, and may accrue additional fees

from the collections company as well as a \$50 late fee applied monthly. Any unpaid balances at the end of the year may be reported to the Internal Revenue Service as "bad debt". These situations are highly problematic to the therapeutic relationship and can easily be averted by paying for your services in a timely manner.

Use of Diagnosis: Some health insurance companies will reimburse clients for counseling services and some will not. In addition, most insurance companies will require a diagnosis of a mental-health condition and indicate that you must have an "illness" before they will agree to reimburse you. Some conditions for which people seek counseling do not qualify for reimbursement. If a qualifying diagnosis is appropriate in your case, I will inform you of the diagnosis before we submit the diagnosis to the health insurance company. Any diagnosis made will become part of your permanent insurance records

Social Media: Although I may participate in a number of social media activities, I maintain clear boundaries between my personal and professional life. Please don't be offended, but I do not accept requests for connection through social media sites from my clients, former clients or their family members.

Electronic Communication: During the initial gathering of data, I will ask you for an e-mail address and ask permission to send you information regarding appointments and other business matters via e-mail. You have the right to deny me this information. Confidentiality of information shared through e-mail or text cannot be guaranteed. If you give me permission to contact you through e-mail or text, you accept responsibility for any breach of confidentiality. As a general rule, I do not do therapy via e-mail, on-line chat, text, or phone. I do not routinely use Skype or other video methods for therapy sessions; however, in special circumstances a meeting via a HIPAA compliant video method may be conducted.

Cancellations and Missed Appointments: You have the responsibility to be on time for your appointments. If you are unable to keep your office appointment, you must provide 24-hour notice (by 2:00 pm on Friday for Monday appointments) or you will be billed \$100 for the missed session. If you miss more than 2 appointments, I reserve the right to place you on a same-day scheduling status. Excessive cancellation with more than 24 hour notice may result in you losing your standing appointment status.

Confidentiality: Discussions between you and me, and even the fact that you are in counseling with me, are confidential. All of the employees/business associates in my agency are responsible for maintaining secrecy and confidentiality of all client records. In addition, if I see you in public, I will protect your confidentiality by greeting you only if you greet me first. All of our communication becomes part of the clinical record, which is accessible to you upon request. However, therapy notes may not be released, at my discretion, without a court order signed by a judge. I will keep confidential anything you say as part of our counseling relationship, with the following exceptions. These exceptions include, but are not limited to, the following situations:

1. If I determine that you may be a danger to yourself or others.
2. If you provide information that leads me to believe that a child (under 18 years of age), elderly person (65 or older), or a disabled adult is or has been abused or neglected.
3. A court order requires me to release information about you and your clinical record (see Forensic Fee Agreement).
4. If you request in writing that I may release information about you (see Forensic Fee Agreement).

Client Rights: I render counseling services in a professional manner consistent with accepted ethical standards. If at any time for any reason you are dissatisfied with my services, please let me know. As a client, you are in complete control and may end our counseling relationship at any time, though I do ask that you participate in a termination

session. You also have the right to refuse or discuss modification of any of my counseling techniques or suggestions that you believe may not be beneficial or may be harmful.

Contact Information: The best way to contact me is at **336-793-7005**. If you contact me by phone, you can leave a confidential message for me through my voicemail or answering service. I check my voicemail throughout the business day between appointments as time allows, but always at the end of the business day (weekends and holidays are excluded). In an emergency, please call 911, the Winston Salem 24-hour mental health center at 1-888-581-9988, the National Hopeline Network at 1-800-784-2433, (1-800-SUICIDE) or go to your local emergency room. The physical address of the practice is 3410 Healy Dr, Suite 207, Winston Salem, NC 27103

Complaint Procedures: If at any time you become dissatisfied with any aspect of your counseling experience, please inform me or the practice Director: Donna Dunlap, LPC immediately. She can be reached at 336-793-7005. I abide by the MFT Code of Ethics which can be found at the following web address:

https://www.ncmft.org/professional_resources/code_of_ethics If you believe that you have been treated unethically by me (or any other counselor) and you have been unable to resolve the matter with me, you may contact:

North Carolina Marriage and Family Therapy Licensure Board

Email: ncmftlb@nc.rr.com

Phone: 919-654-6914

Fax: 919-336-5156

Mail: NC MFT Licensure Board

1135 Kildaire Farm Road, Suite 200

Cary, NC 27511

I have read and received a copy of this professional statement for my records:

Client Signature: _____ Date: _____

Parent Signature (clients under 18):

_____ Date: _____

Therapist signature: _____ Date: _____