



Tracy Webb, Ed.S., LPC
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POLICIES AND ANSWERS TO FAQ

APPOINTMENTS: Call 803-881-9810 or email tracywebbcounseling@gmail.com to schedule an appointment. Clients are responsible for keeping scheduled appointments or notifying the counselor within 24 hours if they need to cancel or reschedule. There is a \$50 fee for last minute cancellations.

INSURANCE: I am a Companion Benefit Alternatives (CBA) Provider, which is the entity that oversees mental health benefits for all Blue Cross Blue Shield plans. If you use insurance for your counseling sessions, you will be responsible for the rates set by BCBS (\$77 - \$86) until your deductible is met. Once your deductible is met then you will only be responsible for the copay/co-insurance (\$15 - \$45). *Please note: All insurance companies require a mental health diagnosis code in order to process your claim. Filing a claim gives your insurance company the right to audit your therapy file.*

FEES FOR SERVICES: If your mental health benefits are not covered by CBA then I am considered an out-of-network provider and the following rates apply. If you choose to file for reimbursement I can provide you with a clinical receipt to submit to your insurance company.

Intake/Initial Session 60-75 Minutes	\$95.00 - \$125.00
60 Minute Individual Counseling Session	\$95.00
90 Minute Individual Counseling Session	\$140.00
60-90 Minute EMDR Session	\$95.00 - \$140.00

PAYMENT: You can pay with cash, check, debit/credit/HSA card or venmo.

PHONE CALLS, TEXTING & EMAILS: I use a HIPAA compliant phone app for secure texting and voicemail communication. My business email is a gmail account and while it is sufficient for reaching out initially to set up an appointment please keep in mind gmail is not secure/HIPAA compliant.

EMERGENCY: **I do not have 24-hour emergency coverage.** I check voice messages and texts during my office hours Monday through Friday so there is no guarantee I will get your message in an emergency response time frame. **If you need immediate assistance call your doctor, 911, or go to the nearest emergency room.**

CONFIDENTIALITY: The information you share in therapy is protected health information (PHI) and is considered confidential by South Carolina state and federal law. Your therapy file can be subpoenaed in South Carolina through a court order signed by a judge, but is considered privileged in the federal court system. Verbal or written information cannot be shared without your written consent (or the minor client's parent/legal guardian's consent). If there is a need to share information with a physician, attorney, or other professional, you will need to sign a Release of Information form. However, I am mandated by state law to breach confidentiality in the following situations:

1. If you threaten to harm yourself or someone else I am legally obligated to take whatever action seems necessary to protect you or others from harm;
2. If there is suspected abuse or neglect of a child or vulnerable adult, I am legally obligated to report this to the Department of Social Services.

Note the following:

1. If you are involved in litigation of any kind and the court is made aware of the services you received here, you may be waiving your right to keep your records confidential as a judge or attorney may subpoena or court order client records.
2. If you are in court-ordered therapy the court will require a treatment plan/progress report.
3. If you use your insurance mental health benefits, a diagnosis and the dates of service are required on claims. Some companies may request a treatment plan/progress report.
4. If you file a formal complaint against me or make me a party to a legal action, you may be waiving your right to keep your records confidential as the state licensing board investigates.

CONFIDENTIALITY OF MINORS: In the case of a minor under the age of 18, a parent may request information about their child's diagnosis or treatment. Release of information is determined by the counselor if it benefits the minor or if there is a safety concern. The minor will be consulted first and the decision to release information will be collaborative between the minor and counselor.

BOUNDARIES ASSOCIATED WITH COUNSELING: The relationship between a counselor and client must be therapeutic and professional, and should not go beyond the clinical setting or it could be considered a dual relationship, impairing the objectivity of the counselor. Counselors cannot engage in social invitations or intimate/sexual relationships with their clients. Therapists may not see relatives, friends, former partners, or individuals they serve with in their community. In any of the above situations, the client will be referred to another counselor.

TERMINATION OR REFERRAL: The client has the right to discontinue counseling at any time. The counselor may terminate counseling if the client doesn't show up for appointments, doesn't pay for services, if there is potential harm, or if the counselor is unable to provide the services needed. If additional counseling is needed a referral can be made. Please note that counselors are not medical doctors and cannot prescribe medication. If necessary the client can be referred to a psychiatrist.

Tracy Webb is licensed through the SC Board of Examiners for the Licensure of Professional Counselors, Marriage and Family Therapists, and Psycho-educational Specialists. Tracy Webb follows the Code of Ethics of the South Carolina Board of Examiners for the Licensure of Professional Counselors, Marriage and Family Therapists, and Psycho-Educational Specialists, and the American Counseling Association. Tracy Webb Counseling, LLC does not discriminate based on age, culture, disability, ethnicity, race, religion, spirituality, gender identity, sexual orientation, marital/partnership status, language preferences, socioeconomic status, immigration status, or any other basis.