



Soulful Wellness
1 Boar's Head Lane, Suite B-3
Charlottesville, Va 22903

INTRODUCTION

Soulful Wellness is a company based in Charlottesville Virginia that provides coaching and counseling services. This is a consent form to receive services from our practice.

We are not contracted with insurance companies, therefore we can not accept insurance. We can provide superbills for you to request reimbursement from your insurance company.

This document contains important information about Soulful Wellness LLC professional services and business policies. When you sign this document, it will represent an agreement between you and Soulful Wellness LLC.

ABOUT SOULFUL WELLNESS

Our goal is to provide a comprehensive framework to help you facilitate significant life changes. Your first appointment will serve as a biopsychosocial intake appointment. During this intake, your wellness coach will ask you to answer a series of questions to obtain detailed information about your current emotional state and history. By the end of your first appointment, your coach will provide an initial recommendation regarding the type of treatment that is best suited for you.

Our therapeutic orientation incorporates principles from ancient traditions, contemporary academic research, and experiential knowledge to help you identify problematic sources of

emotional strain and barriers to love, success and happiness. During your second session, we will create a treatment plan to structure all sessions thereafter.

ABOUT SHEA GRAHAM

Shea Graham is a licensed psychotherapist based in Charlottesville, Virginia. She helps people to cope with anxiety and depression. Shea earned my bachelor's degree from The University of Virginia, my master's degree from Columbia University. Shea is a certified clinical trauma specialist and clinical social worker. Since 2010, Shea has worked in a variety of clinical settings including family centers, methadone clinics, drug rehabilitation centers, and universities. In 2020, Shea volunteered as a workgroup leader with the Charlottesville Community Investment Collaborative. Shea currently supervises graduate students at Fordham University, Arizona State University, Ohio State University, and Tulane University as part of a field practicum program. Shea is a sex-positive Pineapple Support therapist.

SOULFUL WELLNESS LLC SERVICES

Soulful Wellness LLC provides both coaching and counseling services. If you are currently receiving treatment from a doctor or other healthcare professional, by entering into this agreement you confirm that you have consulted with this person regarding the advisability of working with a licensed psychotherapist (LCSW) and that this person is aware of and supports your decision to proceed with the Soulful Wellness LLC. You will notify Soulful Wellness LLC of any changes to your medical health or personal circumstances. Soulful Wellness LLC will not work with clients with neurodevelopmental disorders, psychosis or who are under the influence of an illegal substance.

Since sessions with Soulful Wellness LLC often involve discussing unpleasant aspects of your life, you may experience uncomfortable feelings of sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, therapy has also been shown to have benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

MEETINGS

If you are late, your session will still end on time to prevent overlap with the next person's session. If we are late, you will receive the standard amount of time for the session. To book a session, visit the client portal, www.soulfulwellness.com, or www.sheagrahamlcsw.com.

You can choose to meet in the office, online, or walk-and-talk therapy.

Please advise us, with as much notice as possible, when you have a holiday planned or need to change a session. We recommend you keep the momentum going wherever possible by committing to your booked sessions as it will support your progress and results.

To participate in walk-and-talk therapy, you must sign the informed consent form and abide by the Walk and Talk Agreement.

PROFESSIONAL FEES

Effective August 1, 2021 Soulful Wellness LLC will no longer accept payment from third party agencies including insurance companies, EAP, The Virginia Victims Fund, etc. The fee per 60-minute session is \$120 per session. A 45-minute session is \$105.

If you are working with a resident counselor, the fee per 30-minute session is \$50 and \$70 per 45-minute session.

Full payment is expected at the time of service. You can submit payment online through Simple Practice using the client portal. Soulful Wellness LLC does not provide refunds or reimbursements, you are responsible for submitting all necessary documents to request a reimbursement from your insurance company.

There is a \$50 no-show fee for every appointment missed/not cancelled 24 hours before scheduled time. Same day cancellations are considered “no show”

An outstanding balance will incur additional charges. You must keep a card on file in the client portal. Clients with an outstanding balance of \$100 or more will not be able to schedule future appointments. All outstanding fees will be automatically charged on the 20th of each month.

PLEASE NOTE: Therapist time spent outside of session including, but not limited to telephone conversations, emails, site visits, writing and reading of reports, consultations with other professionals, release of information, reading records, longer sessions, travel time, etc., will be charged at \$250/hour prorated by 15-minute intervals, with a minimum of 15 minutes.

Therapist's time spent outside of the session that is billed to the client also applies to paperwork, including disability forms, requests for accommodations, or other documentation requested by the client. Written reports are an additional \$250. These services are NOT covered by health insurance and therefore must be paid in full by the client. There is no charge for phone calls to make or change appointments or give referrals.

*Not all issues/conditions/problems that are dealt with in psychotherapy are reimbursed by insurance companies. It is your responsibility to verify the specifics of your coverage. Clients can call their insurance company to check their own benefits by calling the number on the back of their insurance card.

CONSULTING FEE

Soulful Wellness LLC provides wellness consulting advice, workshops, or knowledge in exchange for payment. Soulful Wellness LLC is an independent contractor that works by the hour. The rate is \$250 per hour and includes one Statement of Work phone call (60 minutes) and one deliverable. The deliverable will be agreed upon during the Statement of Work phone call and confirmed via email in this format:

This Statement of Work is made effective on XXXX , by and between Soulful Wellness LLC and (name of company).

1. Description of Services: xxxxx

2. Billing Rate

Hourly rate of \$250.

This statement of work is effective begin date through end date.

Estimated total: \$xx.xx.

3. Additional Terms and Conditions:

Time estimated:

This Statement of Work serves as an Exhibit to the Services Agreement.

If either party needs to change the Statement of Work, a written Change Order should be emailed and accepted by both parties.

NO SHOW FEES

If you are unable to keep an appointment, please notify me by phone immediately. Please call to cancel or reschedule your appointment with at least 24 hours' notice, otherwise, you will be billed for the session. I have a 24-hour cancellation policy, leaving a voice mail message is required instead of other forms of communication such as an email or text.

INTELLECTUAL PROPERTY

Soulful Wellness LLC, LLC owns the rights to all materials presented during the session and online at www.sheagrahamlcsw.com. You may not at any time copy, reproduce, publish in any form, share, sell, dispose of or otherwise make available to a third party in any way any of the content or materials that I use in the session. You may not without my prior written consent make any audio or visual recordings of all or any part of our sessions.

CONTACTING ME

You may reach us via our website or email at shea@sheagrahamlcsw.com. We may not be immediately available by telephone. You may leave me a voice message or text me at (434)202-4155. I will make every effort to respond within 24 hours.

INTERN POLICY

Soulful Wellness trains graduate students, also referred to as “interns”. Please understand that our provisional counselors are graduate students at accredited masters level programs. They are working towards licensure and are in the process of developing their clinical counseling skills. The rate to see an intern is \$50 for a 30-minute session and \$70 for a 45-minute session. You will be notified if you are entering into a counseling process with an intern. Interns are not licensed but are working towards their licensure and are under direct supervision by Soulful Wellness and their respective universities. It is important for you to understand your counseling process will be overseen by both Soulful Wellness’s on site supervisor and the faculty supervisor at their respective universities. By signing this contract you agree to the oversight of your counseling process.

Our interns have completed required education and competencies necessary to be deemed ready to apply his or her clinical skills to working with clients and receive ongoing guidance, evaluation, and education in providing excellence in clinical skills to you and your family members. Soulful Wellness is not responsible for emotional harm.

CONFIDENTIALITY

In general, all of the information we discuss during your sessions is confidential unless (1) you give specific permission to release the information or (2) I am required to release the information by law. Exceptions to confidentiality include: child, elder or dependent adult abuse; serious threats of hurting yourself or others; your condition indicates being a serious danger to yourself; your involvement in certain litigation processes; consultation with colleagues if needed, without identifying information included, and disclosure to collection agencies. Be aware that privilege may not apply to coaching or psychotherapy. In other words, coaching or psychotherapy records may be subpoenaed. Distance communication, such as telephones (wired and wireless), email,

and visual internet media such as Skype, may not be secure from eavesdropping, so if you agree to their use you are indicating your agreement to utilize a communication medium that may not be confidential.

NO DRAMA CLAUSE

Soulful Wellness LLC seeks to help people transform their lives. Your participation in therapy, consulting, or coaching with Soulful Wellness LLC indicates that you have read and understood the above information, agree to abide by its terms and are consenting to services for yourself (signature not needed). In the event of a dispute between us both, we both agree that neither of us will engage in any conduct, lawsuit, or communication, public or private, that disparages the other person or their businesses. We both agree that both parties will release the other from all known and unknown risk, danger, injury, or damages caused to the other party. We will not be held liable in any way for the legal liability, past and present. Soulful Wellness LLC, nor it's owners or contractors, will not testify or otherwise get involved with attorneys during civil litigation or other legal or administrative proceedings. All clients and parties involved agree not to subpoena or ask Soulful Wellness LLC to provide clinical notes or to testify in a legal proceeding brought by or against the patient, either during the therapeutic relationship or thereafter. No drama, ever.