



Coral Counseling Center LLC

Erica Boan, MS, LPC

313 South Ave, Suite 401

Springfield, MO 65806

Welcome to Coral Counseling Center LLC, we look forward to working with you. Please read the following information carefully. Feel free to ask any questions you may have at the initial intake. You are welcome to show this information to others in your family or to other professionals you trust.

TIME OF APPOINTMENTS: Each of our appointments is scheduled to last about 50 minutes. It is our policy to charge for a missed appointment without 24 hours notice. If you consistently fail to keep your appointments we will refer you Elise where for counseling. If you are set up with a standing appointment and fail to keep an appointment without notifying our office we will cancel any future appointments and you will be charged for your appointment time. You can still schedule with us, but may lose your standing appointment time. We see clients by appointment time only. Failure to pay may result in your fee being sent to a collection agency.

SEE YOUR DOCTOR: If possible, we strongly recommend that you get a physical examination from your personal physician as soon as possible. This is important to make sure none of the problems to be discussed are the result of physical health difficulties. Because we are not physicians, we cannot know if you have physical condition that might be related to your situation.

EMERGENCY SITUATIONS: We will try to be available to you as much as possible. However, we may not be able to reach you in the event of an immediate need. A local crisis hotline number is 417-862-6555. Hours of operation will vary based on appointments scheduled.

COST: Your fee is based on your personal information. The basic rate is \$80 per counseling hour. If you chose to bill insurance for your session they may require your deductible to be met first or require a copy.

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T: [417-986-1898](tel:417-986-1898) • F: 417-823-9515 • E: coralcounseling@gmail.com • W: coralcounseling.com



INSURANCE: Your health insurance *may* cover this service. Please provide your insurance card at initial session. If we bill insurance for you we charge the \$80.00 flat rate fee. You are responsible for the fee your insurance does not pay. Medicaid/MC+ usually pays for counseling if the client is under age 21. We will need to verify coverage to determine if other insurances will pay.

CONFIDENTIALITY: As a client, you have rights to confidentiality. Therapists are bound by ethical codes of their profession and under the privacy act laws of Missouri. Information shared with a therapist will be given to others only upon your requests and with your written permission. Some limits on maintaining confidentiality are:

1. Subpoena of records by a court of law.
2. Laws mandating reporting of child or vulnerable adult abuse
3. Duty to warn the property authorities regarding homicidal or suicidal concerns
4. Your diagnosis which is required on all health insurance forms
5. Special rules for Minors: under MO Law 431.061.4 both parents have access to the minor's health (including mental health) records.

OTHER CONCERNS: It is your right to refuse treatment at any time. If you have a complaint or grievance about your care here, you may file it with the office manager in person or by email at coralcounseling@gmail.com. You may also mail a copy of your complaint or grievance to the client rights coordinator to the Office of Constituent Services, Department of Mental Health, P.O. Box 687, Jefferson City, MO 65102, 1-800-364-9687. You can find more information about this at <https://duh.mo.gov/constituentservices/complain.html>. Coral Counseling Center does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

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