

Healing Steps Family Therapy, LLC

Welcome — Informed Consent for Therapy

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We're glad you're here. Starting therapy takes courage, and we want you to know exactly what to expect. This document explains how we work, what we ask of you, how we protect your privacy, and how fees work. Please read it, ask us anything, and sign at the end when you're ready. You can keep a copy.

1. Who we are

Healing Steps Family Therapy, LLC is a group therapy practice in Las Vegas, Nevada. It was founded by Stephen M. Stepanovich, MS, LMFT, CEO (Nevada License #2688; California License #LMFT156717). As the practice grows, other licensed clinicians will join our team. Your therapist will tell you their name, license, and, if they are under supervision, who their supervisor is.

Therapist: _____ License: _____ Supervisor (if any):

2. What we offer

- **Individual therapy** for adults, teens, and children.
- **Couples therapy**, with a focus on Emotionally Focused Therapy (EFT).
- **Family therapy**, including **Intensive In-Home Family Treatment** for families who need more than weekly sessions.

Approaches we use include Emotionally Focused Therapy (EFT, EFIT, EFFT), Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), and attachment-based family therapies. We don't conduct custody evaluations, and we don't provide therapy for children whose custody is being decided in a pending court case.

3. How therapy works

We start with an assessment, usually over the first one to three sessions, to understand what brings you in. Together we'll set goals and decide the best format (individual, couples, family, or a mix). Sessions are usually weekly at first. Individual sessions are about 50 minutes; couples sessions are 60 minutes or 90 minutes.

Your part. Therapy works best when you take an active role: being honest, trying things between sessions, and telling us what is and isn't helping. You can ask questions, change direction, or stop therapy at any time.

Benefits. Many people find relief from distress, feel more connected in their relationships, understand themselves better, and handle life's stresses more effectively.

Risks. Therapy can bring up painful feelings or memories, and things sometimes feel harder before they get better. In couples and family work, honest conversations can surface difficult truths, and outcomes (including decisions about the relationship) can't be guaranteed. If therapy feels overwhelming, please tell us so we can slow down and support you.

4. Your privacy and its limits

What you share in therapy is confidential and protected by state and federal law, including HIPAA and the marriage and family therapist–client privilege (NRS 49.246–49.249). We won't share information about you without your written permission, except in the situations below, where the law requires or allows it:

- **Abuse or neglect.** Nevada law requires us to report suspected abuse or neglect of a child (NRS 432B.220) and of an older person or vulnerable adult (NRS 200.5093), generally within 24 hours.
- **Serious threats to others.** If a client communicates an explicit threat of imminent serious physical harm or death to a clearly identified or identifiable person and appears to have the intent and ability to carry it out, Nevada law requires us to take protective action, such as warning the person and law enforcement or arranging a mental health crisis hold (NRS 629.550).
- **Danger to yourself.** If we believe you are at serious risk of harming yourself, we may take steps to keep you safe, which can include contacting emergency services or a person you've named.
- **Court orders.** A judge can order the release of records or testimony in certain legal proceedings (see the exceptions in NRS 49.249).
- **Insurance.** If you use insurance, we share the information your plan requires (such as diagnosis and dates of service) to process claims and audits.
- **Consultation.** Our clinicians consult with each other and with clinical supervisors to give you the best care. They are bound by the same confidentiality rules.
- **Other situations required by law,** such as payment disputes (small claims), or other circumstances set out in our Notice of Privacy Practices.

5. Couples and family therapy: our “no secrets” policy

In couples and family therapy, the relationship is our client. Sometimes one person shares something privately, by phone, email, or in an individual session. Your therapist will go over these two approaches with you and mark the one that applies to your therapy.

☐ **Option A — No secrets:** We don't keep secrets that would undermine the couple or family work. If you share something privately that affects the relationship (for example, an affair), we'll help you find a way to share it in session within a reasonable time. If you aren't willing to, we may need to end the couples/family work.

☐ **Option B — Limited secrets / discretion:** We use our professional judgment about information shared privately. We won't automatically disclose it, but we may encourage you to share it, and we may end the couples/family work if a secret makes effective treatment impossible.

Records for couples/family therapy belong to the treatment unit. Releasing them usually requires written permission from each adult participant.

6. Telehealth (video sessions)

- We offer secure video sessions through a secure, HIPAA-compliant video platform. Telehealth has many of the same benefits as in-person therapy, but technology can fail and privacy depends partly on your setting. Please join from a private, quiet place, and not while driving.
- **Where you are matters.** Our clinicians may only see you when you are physically located in a state where they are licensed. Stephen is licensed in Nevada and California. Nevada law requires a Nevada license to treat clients located in Nevada (NRS 629.515). Each clinician's licensure will be confirmed with you.
- At the start of each video session we'll confirm your **current address** and a **phone number** to reach you if we get disconnected.

- **Emergency plan:** Please give us an emergency contact and know the nearest emergency room to wherever you join from. If a crisis happens during a video session, we may call 911 or local emergency services at your location.
- If the video connection fails, we'll try to reconnect, then call you at the number you gave us.
- **Telehealth consent:** I consent to receive services by telehealth when appropriate. I understand I must be physically located in Nevada or California, consistent with my therapist's license, during sessions, and I may request in-person services instead.

7. Records and your rights under HIPAA

We keep a secure electronic record of your treatment. You have the right to request a copy of your records, ask for corrections, and receive an accounting of certain disclosures. Our **Notice of Privacy Practices** explains these rights in detail and how to file a privacy complaint; you'll receive a copy with this packet, and it is available at healingvegas.com and in the office. We keep records for at least the period required by law (generally at least 5 years under NRS 629.051).

8. Fees and payment

Individual therapy. You may use insurance or pay privately. We are currently in network with: Cigna, Anthem Blue Cross, Aetna, United (UnitedHealthcare/Optum), and Carelon Behavioral Health. If you use insurance, please check your benefits; you are responsible for copays, coinsurance, deductibles, and anything your plan doesn't cover. Self-pay individual session: \$150.

Couples therapy — private pay starting January 1, 2027. Couples therapy is not billed to insurance, even if you have a plan we accept for individual therapy.

Couples service (on or after 1/1/2027)	Fee
Standard couples session (60 min)	\$200
Extended couples session (90 min)	\$250

Payment is due at the time of each session. Superbills are provided automatically for every couples session, so you don't need to request them. A superbill is a detailed receipt you can submit to your insurance plan yourself for possible out-of-network reimbursement. Reimbursement isn't guaranteed and depends on your plan. Couples clients also sign our Couples Private-Pay Financial Agreement. Couples who began care before January 1, 2027 and have been using insurance get a 90-day grace period: their couples sessions continue to be billed to insurance through March 31, 2027, and private-pay rates apply starting April 1, 2027. New couples clients starting on or after January 1, 2027 are private pay from their first session.

Family therapy — private pay starting January 1, 2027: \$200 per family session (not billed to insurance).

Phone check-ins between sessions: about 15 minutes, free; there is no separate phone consultation fee.

Letters, record requests, and court-related work: \$50 per hour.

Card on file. A card on file is required for all clients: individual, couples, and family. Cards are stored securely through our payment system and charged on the date of service and for late-cancel/no-show fees. The standard no-show fee includes a \$5 card processing fee.

9. Good Faith Estimate (No Surprises Act)

If you don't have insurance, or you're not using it (including all couples clients starting January 1, 2027), federal law gives you the right to a Good Faith Estimate of what your care will cost:

You have the right to receive a “Good Faith Estimate” explaining how much your health care will cost

Under the law, health care providers need to give patients who don't have certain types of health care coverage or who are not using certain types of health care coverage an estimate of their bill for health care items and services before those items or services are provided.

- You have the right to receive a Good Faith Estimate for the total expected cost of any health care items or services upon request or when scheduling such items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees.
- If you schedule a health care item or service at least 3 business days in advance, make sure your health care provider or facility gives you a Good Faith Estimate in writing within 1 business day after scheduling. If you schedule a health care item or service at least 10 business days in advance, make sure your health care provider or facility gives you a Good Faith Estimate in writing within 3 business days after scheduling. You can also ask any health care provider or facility for a Good Faith Estimate before you schedule an item or service. If you do, make sure the health care provider or facility gives you a Good Faith Estimate in writing within 3 business days after you ask.
- If you receive a bill that is at least \$400 more for any provider or facility than your Good Faith Estimate from that provider or facility, you can dispute the bill.

For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises/consumers, email FederalPPDRQuestions@cms.hhs.gov, or call 1-800-985-3059.

Source: CMS model notice, “Right to Receive a Good Faith Estimate of Expected Charges” under the No Surprises Act (Public Health Service Act §2799B-6; 45 CFR 149.610), <https://www.cms.gov/files/document/appendix-1-standard-notice-right-receive-good-faith-estimate-expected-charged-under-no-surprises-act.pdf> (same text as CMS sample notice rev. 8/2023, <https://www.cms.gov/files/document/nsa-gfe-required-notice.pdf>).

10. Cancellations and missed sessions

Your appointment time is reserved just for you. Please give at least **24 hours' notice** to cancel or reschedule.

- Late cancellation (less than 24 hours): \$100
- No-show: \$105 (\$100 no-show fee + \$5 card processing fee)
- No-show for a 90-minute couples session: \$200
- Arriving 15+ minutes late may mean rescheduling and a late-cancel fee.
- If we can make up the session within the same week, there's no fee.
- Insurance does not pay for missed sessions, so late-cancel and no-show fees are charged to you directly.
- Two missed or late-cancelled sessions in a row may result in losing your regular appointment time.

11. Staying in touch: phone, email, and text

- Call or text the office at (702) 743-4497; email stephen@healingvegas.com.
- Email and text are convenient but not fully secure. We use them mainly for scheduling and brief logistics. By initialing here, you agree we may contact you by unencrypted email/text: _____ (initials). You can opt out any time.
- Please don't use email or text for emergencies or detailed clinical matters. We typically respond within 1 business day.
- Brief between-session phone check-ins of about 15 minutes are free.
- To protect your privacy, we don't accept friend or follow requests from clients on social media.

12. Emergencies and crisis support

We are not a crisis service and may not be able to respond right away. **If you are in danger or having a crisis, call 911, call or text 988 (Suicide & Crisis Lifeline), or go to the nearest emergency room.** During business hours you may also call (702) 743-4497. When your therapist is away, we'll give you the name of a covering clinician.

13. Ending therapy

You can end therapy at any time; we encourage a final session to wrap up. We may recommend ending or referring you elsewhere if therapy isn't helping, if your needs are outside our expertise, if a no-secrets or safety agreement can't be kept, or after repeated missed sessions or unpaid balances. If we haven't heard from you in 90 days, we may consider your file closed and will let you know in writing. We'll always help with referrals.

14. Minors

For clients under 18, a parent or legal guardian usually needs to consent to treatment. If parents share legal custody or there is a custody order, please provide a copy so we know who can consent. Nevada allows minors to consent to their own care in certain limited situations. We encourage parent involvement while protecting the trust a young person needs to speak openly. We'll explain at the start what we will and won't share with parents. Safety concerns are always shared.

15. Questions or concerns

Please bring any concern to your therapist or to Stephen first; we want to make it right. You also have the right to file a complaint with the licensing board:

- **Nevada:** Board of Examiners for Marriage and Family Therapists and Clinical Professional Counselors, 500 N. Rainbow Blvd., Suite 201, Las Vegas, NV 89107 · (702) 486-7388 · https://marriage.nv.gov/Board/Complaint_Process/
- **California (for CA clients):** Board of Behavioral Sciences, 1625 N. Market Blvd., Suite S-200, Sacramento, CA 95834 · (916) 574-7830 · www.bbs.ca.gov
- Privacy complaints may also be filed with the U.S. Department of Health and Human Services, Office for Civil Rights (details in our Notice of Privacy Practices).

16. Your consent

By signing, I confirm that I have read this document (or had it read to me), had a chance to ask questions, received the Notice of Privacy Practices, and agree to begin therapy under these terms. I understand that I may withdraw my consent and end therapy at any time. **Each adult in couples or family therapy signs separately.**

_____	_____	_____
_____	_____	_____
Adult client 1 — Printed name	Signature	Date
_____	_____	_____
_____	_____	_____

Adult client 2 — Printed name	Signature	Date
Adult client 3 — Printed name	Signature	Date
Parent/guardian of minor (name of minor: _____) — Printed name	Signature	Date
Therapist (name & credentials) — Printed name	Signature	Date