

# Andrea F. Facci, Ph.D., LCMHC, LCAS, CCTP

Licensed Clinical Mental Health Counselor ~~ Licensed Clinical Addictions Specialist  
Certified Clinical Trauma Professional

Welcome! I very much look forward to working with you. As you will be sharing a part of your life with me, I would like to share some of my background with you as well.

## **Educational background:**

- Ph.D. in Organizational Psychology from Alliant University/USIU in San Diego (1996)
- M.A. in General Psychology from Alliant University/USIU (1994)
- M.S. in Rehabilitation Counseling from East Carolina University, with a specialization in Clinical Counseling and Substance Abuse Counseling (2004).
- Certificates in Counseling and Interpersonal Skills and in the Study of Alcohol and other Chemical Dependencies from the University of California at Irvine.
- B.A. was awarded by McGill University in Montreal.

I practice as a Licensed Clinical Mental Health Counselor (NC 5189) and as a Licensed Clinical Addictions Specialist (NC 1057). I am also certified as a Clinical Trauma Professional with the International Association of Trauma Professionals (IATP/Evergreen).

My consulting work for seven years involved working with businesses and the people in them. Part of my responsibility was to assess individual performance in workplace settings and teach clients effective interpersonal skills, relationship skills, stress and conflict management skills, and to provide career counseling. In 2004 I completed a clinical counseling practicum and internship at Pitt County Mental Health in Greenville NC. The majority of my experience there was with adult populations in the mental health and substance abuse areas. I have treated clients in both individual and group settings and have been in private practice since 2004.

- Qualified by training to work primarily with adults, couples, families, and adolescents.
- My treatment orientation is based on both existential and relational theories, which means that I believe that many problems are caused in large part by how we have learned to relate with, react to, and connect with or disconnect from others.
- I also focus largely on two core therapies for practice: solution-focused therapy and motivational therapies, particularly for substance abuse issues.

We tend to make a wide range of choices, some more- or less- positive, that form patterns. Changing patterns that are not effective in our daily lives to more positive ones is often a matter of learning to see events, process, solutions -in effect life itself- in new ways. I will work very closely with you on planning change and working toward it in a time frame that is realistic but comfortable for you as a client. My emphasis will be on respect and collaboration: you know yourself best – I am here to facilitate the process of change and to help you work toward your goals.

At the beginning of treatment, I will do an assessment that covers your current concerns as well as areas of your personal history. This will include current family and birth family issues, your behavioral patterns, your relationships with friends and family, a substance use history, a medical history, and some background information about your education and interests. I may then give you an evaluation if needed to help establish a diagnosis. The diagnosis helps us to focus on the key areas for work together, and that information will be made available to you. Your diagnosis will become a part of your permanent record, and is made available to insurance companies, by numerical code, when requesting compensation for services.

## **CONFIDENTIALITY**

I regard what is said between us with great respect, and want to be clear about how the information we share is handled. What is said between therapist and client is protected by law and by ethics. With the exceptions itemized below, I will tell no one what you tell me, and every effort will be made to ensure confidentiality is respected. There are, however, times when the therapist, by law, is unable to maintain that privacy. These are:

- ❖ If the therapist is provided with information that indicates a condition of child abuse, elder abuse, or if the client threatens to harm him/herself or someone else, it must be reported to the authorities by the therapist,
- ❖ If the therapist is provided with a court order to release a client's records the information concerning the records and at times the records themselves must be surrendered,
- ❖ If a health care benefit plan is expected to pay for some portion of the cost of services, the therapist's practice may furnish required diagnostic information to the insurance company in order for the client to obtain reimbursement.

In the event that group counseling services are provided, the therapist will strongly encourage group members to maintain confidentiality, however the therapist and the therapist's practice cannot be held responsible for a breach of confidentiality on the part of a group member.

Should you as a client wish to release either specific or general information about our work together, you will be asked to sign a release of information exclusively for the person or agency requested by you. The form will be reviewed with you, and once it is signed you have the right to revoke it at any time. Although a written revocation is required, should you contact the office and request that no further information be provided to the designated party, the verbal revocation will be considered binding until the written revocation is signed. Once the release is revoked, no additional information can or will be provided by the therapist to the designated person/agency.

By mutual consent, no video or audio recording will occur without the express written consent of either party. These sessions are confidential. In the case of disability or extenuating circumstances a consent form will be provided. Given the risks of the transfers of any recording it is considered a potential breach of confidentiality and so no consent is given unless in writing with consent of all parties involved.

In the case that you have received couples counseling through this office, and there are attorney requests for records, the only information that will be provided is the information for the client who has signed the release.

## **ELECTRONIC and SOCIAL MEDIA/DUAL RELATIONSHIPS**

Counselors are prohibited from engaging in dual relationships or virtual relationships with individuals with whom we have a current counseling relationship. This means that I cannot be in social media or email groups. In addition, I cannot socialize/have lunch/meet for coffee with anyone who is a current client, nor can I use your professional services. The purpose for this is a good one: it makes sure that you are clear and trusting of my ability to stay objective and have clear boundaries so that the focus of our time together can be on helping you move toward wellness. Your needs are first and foremost.

## **FEES**

Fees for services are \$125 per 60-minute hour for individual counseling and \$150 for couples or family counseling. Payment is generally expected at the time services are rendered, and payments in cash, check, or major credit/debit card are accepted. Financial hardship should not prevent anyone from obtaining help, so please don't hesitate to request special terms for payment. Please feel free to request and discuss a modified rate if needed.

At present, this practice is an out-of-network provider for all insurance companies. This means that you reimburse the therapist when services are rendered, and this office will submit your claim electronically for your reimbursement OR will provide a receipt so that you may file directly with your insurance company. The form will include a diagnosis as well as the fee charged and the date of the visit(s). You must have met your out-of-network deductible to be reimbursed, and the level of reimbursement is contingent on the parameters of your policy. Your diagnostic code will be retained by the insurance company. Again, whether or not you are partially reimbursed depends on your policy and your policy deductible.

In the case that you request an overview letter of your treatment for legal purposes, there will be a fee of \$100 per hour for preparation of correspondence, with a maximum of two hours charged. Court appearances are billed at \$125 per hour.

## **AVAILABILITY**

Other than regular business hours, I do see clients in the evening and at times on Saturdays. The quickest means of contact is my mobile, either text or voicemail.

If texting, please keep in mind that, as with email, you are making your personal information potentially accessible to anyone who sees your phone. In addition, I do not usually access my phone 24/7 so do not always respond to client texts after hours or on weekends/holidays. As a rule, your texts and voice mails/emails will be responded to within 24 hours.

**If, for whatever reason, there is a life-threatening emergency and you cannot reach me through mobile, text, or office number, please do not wait for me to return your call. Dial 911 or proceed immediately to the nearest hospital emergency room. If the emergency is not life-threatening but you need immediate assistance you can call the Mobile Crisis Unit at 866-437-1821**

## **APPOINTMENTS**

- If there are any changes to our appointment times, you are asked to give 24 hours notice for rescheduling so that services may be provided during that time to another client who may need assistance. This is very important as you will be charged if you book an appointment and fail to show. Should a pattern of not showing develop then we will spend some time exploring the concern. I will bill if a no-show occurs more than once.
- My office hours are generally from 8AM to 6PM Monday through Friday. If you need an earlier or later time or an evening or occasional Saturday appointment I would be happy to arrange it with you.
- If you call on my office line or mobile I may not respond when I am in session, if your call is urgent please leave a message indicating need for very prompt reply and, I will return your call as soon as I can. Otherwise I generally return calls in the evening. **If it is a life-threatening emergency, however, and you cannot reach me please call 911 or proceed to the nearest medical facility.**

Again, texting is a quick way to access and a valuable tool for many in daily living. You are welcomed to text me but I do not provide therapy by text for a number of reasons, the foremost being that confidentiality is not protected through that means of communication. If the issue appears complex I will request that you come in for an appointment.

I am currently offering BOTH remote and in-person sessions. In person sessions are offered Mondays and Fridays at this point in time. Remote appointments are via Zoom or TherapySites, both of which secure confidentiality. Remote clients are encouraged to use headsets and to ensure privacy during our sessions.

## **THERAPY**

We will be working together during the process of therapy to help you to reach the changes you believe you need and want to make in your life. Usually clients need to change some self-defeating patterns in order to achieve the goals they hope for, and this will require persistence and consistency! Success is much more likely if you can commit to achieving the goals we set together, and to doing the work and homework essential to life change. The orientation of this practice is directive and solution-focused. Treatments used are evidence-based.

If at any time you wish to discontinue treatment, that is your choice and it will be completely respected as such. As a professional, I may make recommendations to you based on your treatment to date, but that does not change your freedom to make the decision and for the decision to be honored.

If should also be noted that for clients presenting for substance abuse issues, our work together will be focused on abstinence. This may include 12-step work through mutual help groups (such as AA/Women for Sobriety/Smart Recovery). The therapy provided will be related to helping you move toward a more positive life focus without drugs, including alcohol. Medically assisted therapy is promoted through this office. If random drug testing is required by third parties, it can be done through your primary care physician or through a clinic. Reports will be returned to this office for review.

I will do my very best to make sure that the quality of our work together is exceptional and that your issues be treated with the utmost respect. If you believe you are being treated unfairly or unethically you have the right to contact the North Carolina Board of Licensed Clinical Mental Health Counselors POB 77819 Greensboro NC 844-622-3572 website: nblcmhc.org or the NC Substance Abuse Professional Practice Board PO Box 10126 Raleigh NC 919-622-0975 website: ncsappb.org

**I have read and understood the above information concerning the therapist's background, client rights, confidentiality, fees, payment options, availability of services, and the procedure in case of emergency. By signing below I also authorize Dr. Facci to provide diagnostic information and dates of service to my insurance company if filing of insurance has been requested.**

Date\_\_\_\_\_

Client Signature\_\_\_\_\_

Date\_\_\_\_\_

Second Client Signature\_\_\_\_\_

Date\_\_\_\_\_

Therapist Signature\_\_\_\_\_