



Key Information for All Full Life Clients

Making the decision to work with a counselor is an important one, and we hope to ease any feelings of overwhelm, distress or frustration you may experience with our processes.

We know that we ask you to fill out and sign a lot of forms.

We know that many of us are prone to “scroll and sign” without really reading, so we want to highlight a few things that want to make sure you have a good understanding of a few things right from the start.

Here are some of the areas of information we want to be sure you understand:

Getting Started with Full Life Services (real-time technology support)

Late Cancellation & No-Show Policy

Seeking Insurance Reimbursement for Full Life Services

COVID-19 Update

If Your Counselor Recommends Other Full Life Services

If Your Counselor Recommends Outside Services

Who Can Help

Full Life provides real-time support to help anyone struggling with our forms, learning how to use Zoom (our confidential video conferencing service for telehealth sessions) or making payment arrangements. Even though new clients really need to complete all forms, consents and documents sent to them by the Intake Coordinator, we’ll do everything we can to help you. And we know you’ll find using Zoom is really pretty easy, once you get the app and/or get over your “I’m not good with technology” jitters. Full Life forms and documents are shared through an invitation to the [Full Life Client Portal](#) and are hand-selected for each new client based on the services you are likely to receive. You’ll also receive information about your primary counselor. All clients are required to provide some basic demographics, consent to services, complete a Financial Agreement and provide authorization for placing a credit, debit or healthcare/flex card on your account. If someone else is paying for your services, this person (called a guarantor) must complete the authorization. To avoid unnecessary delays in getting started with your counseling or outreach calls from our administrative team, please complete everything we send you.

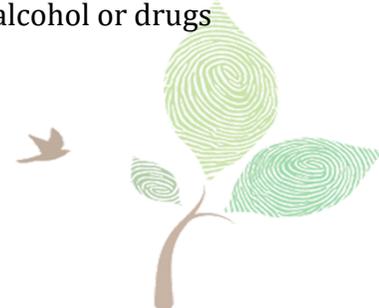
Cancellation Policy: We reserve your session time exclusively for you. If you can’t make it, please give us at least 24 hours’ notice so we can offer that time to someone else. **If you don’t communicate with us with 24+ hours’ notice, you’ll be charged the equivalent of your full session fee, minus \$1.** This difference differentiates charges for kept sessions versus those that you didn’t keep. There is no charge for cancellations or rescheduling requests received more than 24 hours in advance.

Insurance: Full Life is an out-of-network provider for most insurance policies. We are in-network only with CBHA (Carolina Behavioral Health Alliance), which manages behavioral health benefits for employees of Wake Forest Baptist Health, Wake Forest University, Atrium Health, UNC Healthcare and East Carolina University. Not all clinicians at Full Life are paneled with CBHA, so be sure to verify if you need to utilize CBHA benefits for services. For all other insurances, if your insurance policy includes out-of-network benefits, Full Life provides required documentation (called a “superbill”) to include with your self-claim for reimbursement.

COVID Update: The COVID-19 pandemic certainly changed the way we all have lived during 2020 and 2021. While there appear to be reasons for encouragement and hopefulness, Full Life is continuing to operate using 100% virtual services. **No services are being offered in our offices at Mar Don Drive, but we do anticipate resuming in-person services later this year.** Those seeking in-person services will be asked the usual array of screening questions, will be temperature checked, and expected to wear a mask in the lobby and in all common spaces. You and your counselor will determine whether or not to wear masks during sessions or groups. (effective 4.1.2021)

In-House Referrals for Other Services: Full Life is fortunate enough to have clinicians with specialized skills and credentials, which allows us to customize your counseling experience in hopes of helping you achieve and sustain your goals more effectively. Your counselor may recommend that you consider exploring one or more of the following traditional, experiential or alternative therapeutic services to complement individual counseling services, purely for your own benefit:

- Dialectical Behavior Therapy Skills Group to help you improve coping skills
- Discovery Group to help you explore making changes in your use of substances, even if you are ambivalent or reluctant to commit to an abstinence-based approach
- Equine-assisted Psychotherapy to resolve trauma or to help improve confidence, relationships, emotional awareness, empathy, impulse control, problem solving skills and trust.
- EMDR or Brain-Spotting to resolve trauma, eliminate negative self-talk, improve insight and awareness of thoughts, feelings or actions that are self-defeating and keep you stuck.
- Sex Therapy to address concerns about intimacy, sexual function, sexual feelings and communication.
- Gottman Model or Satir Family Systems therapy to improve relationships in your primary romantic relationship or your whole family system.
- Relapse Prevention Group for professional and executives who self-identify as needing recovery from addiction using an abstinence-based approach
- Clinical Aromatherapy to help you select and learn to benefit from clinically selected essential oils and oil blends to help you change the way you feel without the use of medications, alcohol or drugs
- Therapeutic Breathwork to help you reduce anxiety, improve stress management, boost immunity and change the way you feel without the use of medications, alcohol or drugs



Referrals to Providers Outside of Full Life: Unfortunately, Full Life does not always have all the services you may need. If your counselor recommends services we don't offer, it is because there is a clinical reason and the referral is for your benefit. We would rather connect you to other services outside of Full Life than suggest that we can meet your every need. In hopes of helping you achieve and sustain your goals more effectively, your counselor may recommend that you consider exploring one or more of the following services:

- Emergency evaluation and/or stabilization if you are experiencing dangerous thoughts, struggling with intrusive thoughts or sensory experiences, at risk for experiencing dangerous withdrawal symptoms or experiencing serious side effects to medications
- Psychiatric care to determine if you could get symptom relief with the help of psychiatric medications or to get assistance with treatment planning based on your symptoms
- Intensive Outpatient Treatment to provide 9 hours of education and group therapy for those who have a clear understanding of their need for treatment but have inflexible employers, childcare responsibilities that cannot be covered by someone else, or inadequate funds
- Residential Services provide a safe, supportive environment for safely detoxing, having protection from substances and other circumstances that make it harder to get started with establishing abstinence, and a way to get a really strong kickstart to recovery. It is really hard to learn, heal and grow when you're trying to balance other responsibilities, stressful relationships, and high-risk situations all around you. If residential care is recommended, we'd love your input to hand-select a few programs that meet all of your needs, at least some of your preferences, and that is within your family's budget and resources.
- DBT Skills Group at Guilford Counseling, for adolescents and parents/family of DBT group clients.
- Specialty services for those with symptoms of an eating disorder, serious psychiatric symptoms, on the autism spectrum disorder, perinatal or post-partum mental health issues ~ to name a few.

Who Can Help?

- If you have questions about documents, forms or how to use the client portal, you reach Beth McCrosky, our Intake Coordinator, through Charlie by calling 336-923-7426, ext 0 or by emailing her at beth@fulllifecounseling.com.
- If you have questions about your bill, need to provide new credit card information, need a superbill to file out-of-network claims for reimbursement, or need to make a payment, Allison Head is our Office Manager. You can reach Allison at 336-923-7426, ext. 710 or you can email her at allison@fulllifecounseling.com.
- If you need to make an appointment, we hope you'll first explore scheduling on your own through our secure client portal --- full-life.clientsecure.me --- if your counselor participates in online booking. If not, Charlie Lawson is our Client Services Representative, and he can help. You can reach Charlie at 336-923-7426, ext. 0 or by email to charlie@fulllifecounseling.com.
- If you need to arrange for a Zoom tutorial, Cristina Mounts can arrange a time to walk you through it so you feel confident and ready for your session with your counselor. To reach Cristina, call her at 336-923-7426, ext. 709 or you can email her at cristina@fulllifecounseling.com (notice that there is no H in her name or her email address).
- And lastly, if you should have a concern or grievance about our administrative or clinical services, please reach out to Ginny Mills, CEO, through Charlie by calling 336-923-7426, ext 0 or by emailing her at ginny@fulllifecounseling.com.