

## FAQ for Website

1. How much does counseling cost?
  - a. We have therapists ranging from \$30-\$130. This pricing structure is built on time as a therapist, special certifications, and preference of the counselor.
2. Do you offer sliding scale options?
  - a. Every therapist at Revision is devoted to offering discounted slots based on a sliding scale of household income. We aim to offer these slots in a non-biased manner, based solely on household income and size. We use federal standards to determine pricing from that point.

Quite often therapists have a waitlist for these slots. If you would like to apply for a discounted rate, please mention that to the therapist you plan to see before your first appointment. He/she can get you the application and let you know about his/her discounted slots availability. This paperwork is also available on this website under the "forms" tab.

3. Does any provider at Revision accept my insurance?
  - a. We are **not** an in-network provider for any insurance companies. If your plan has out-of-network mental health benefits, you may be able to submit your counseling receipts for partial reimbursement. We can provide you with a diagnostic receipt monthly. If you choose this option, please talk it over with your therapist.
4. How does out-of-network billing work?
  - a. Using out-of-network benefits would require you to pay for sessions at the time of service. Monthly we can provide you with insurance-specific, detailed receipts (complete with a diagnosis code) that you can submit to your insurance company to be reimbursed for some of your fees. If you don't know if you have these benefits, we have an insurance questionnaire on the Forms page of our website for you to know what to ask of your insurance company to determine whether this is possible and how much you'd be reimbursed.
5. What are the credentials for my counselor?
  - a. There are a few levels of credentials you might see behind your counselor's name.
    - CIT - Counselor in Training
    - PLPC - Provisionally Licensed Professional Counselor
    - LPC - Licensed Professional Counselor
    - NCC - National Certified CounselorAll Revision staff counselors have received a Master's degree in counseling. In addition to the 2-3 years of specialized training in counseling, counselors also receive an additional 2-5 years of post-master's supervision and complete 3000

hours of supervised clinical experience. During this time of supervision, a counselor is a CIT or PLPC.

Once a counselor has completed the necessary supervised clinical experience and passed a National Counselor Exam (NCE), they can become a fully Licensed Professional Counselor.

6. What are the credentials for my intern counselor?
  - a. Interns at Revision are in their final year of their Master's degree. They have completed most of their classes and have gone through a selective interview process to become an intern at Revision. Interns are supervised by a Licensed Professional Counselor at Revision and by a licensed faculty member at their respective graduate schools.
7. How long will I be able to counsel with my intern and what happens when they graduate?
  - a. We typically hire our interns from May-May, meaning they are with us for one full year, beginning and ending with May. You can counsel with them the entire time they are with us. After graduation in May, if they are hired at a local practice, you are welcome to continue to counsel with them wherever they go, although we can give you no specifics on pricing or location. You can also transfer to another hired intern or therapist at Revision. In short, we cannot guarantee that you will be able to see them after they graduate their program, but we will do everything we can to place you with another therapist or intern.
8. Does any counselor at Revision take my medicaid insurance?
  - a. No.
9. Does any counselor at Revision take Medicare?
  - a. No.
10. How long are sessions?
  - a. In general, your session will last approximately 50 minutes. This standard practice is often referred to as a "therapeutic hour." Your therapist will use the remaining ten minutes to collect their thoughts, complete any paperwork, and prepare for the next session.

In some situations, your counselor may recommend a lengthier session (such as 75-80 minutes), especially for couples, families, and EMDR.
11. How do I pay?
  - a. Payment is due at the time of your session. We prefer payments via cash or check (made payable to Revision), but we also accept most major credit cards and HSA/FSA cards. If you are meeting with a counselor via telehealth, we keep a credit card on file for payment.

12. What is your cancellation policy?

- a. If you need to cancel or reschedule your appointment, we ask that you give your counselor at least 48 hours' notice. Anything less than 48 hours' notice will constitute a missed session and you will be charged at the full rate. Also, if you are late for a scheduled appointment, the appointment will still end on time and you will be charged at the full rate.

13. I'm not a Christian, can I still see a counselor at Revision?

- a. Of course. We seek to meet you where you are (full stop). We do this nonjudgmentally and with a smile. We pride ourselves on being exceptional trauma therapists who work to help you with your goals. If faith isn't a goal, admittedly we might be curious (mainly because we are curious about everything), but we will never make it our agenda to change that for you. We absolutely want you to feel cared for because of who you are and not what you do or do not believe. It is not uncommon for us to help clients from all different faiths or no religion or spiritual belief at all. We are truly just happy that you are reaching out.

14. What if I really want my faith to be a part of my counseling?

- a. We want you to be comfortable with the amount of faith we talk about in session. Feel free to mention your preferences with your counselor.

15. Can I participate in a Revision therapy group without being a client?

- a. Groups are often a way to make therapeutic services more accessible. Our groups are open to *anyone* seeking to grow or heal. We have had other local counselors recommend our groups to their clients as a supplement to individual therapy sessions. We welcome you and you never have to see a counselor individually to be included in a group.