



## Balanced Roots Counseling

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Welcome!

Thank you for choosing Balanced Roots Counseling. Therapy is a collaborative and courageous process. This document outlines the framework for our work together, including my background, how services are delivered, your rights as a client, and key practice policies. Please review this information carefully. Your questions are welcome.

### About Your Therapist

I am a Licensed Mental Health Counselor (LMHC) in Washington (License #61634414) and a Licensed Professional Counselor (LPC) in Colorado (License #0022258). I hold a Master of Science in Clinical Mental Health Counseling from East Texas A&M University. I have advanced training in EMDR Therapy, Somatic Therapy, DBT, and Gender-Affirming Mental Health Assessments, and I am recognized as a Nationally Certified Counselor by the NBCC. I offer virtual-only therapy services and work from a trauma-informed, relational, and somatically aware lens. My goal is to help you reconnect with your inner wisdom and build a more grounded, satisfying life.

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Client Rights (Washington State Requirement) You have the right to:

- Receive appropriate care and refuse any treatment you do not want.
- Know all costs and policies related to therapy services.
- Choose a counselor who suits your needs.

- Access and request copies of your records.
- File a complaint with the Washington State Department of Health.

## Health Systems Quality Assurance Complaint Intake

PO Box 47857, Olympia, WA 98504-7857

Phone: (360) 236-4700 | Email: [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov)

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## Therapeutic Process

Therapy can involve exploring difficult or painful thoughts, emotions, and experiences, and at times this work may feel uncomfortable or emotionally challenging. While therapy often leads to growth and increased insight, specific outcomes cannot be guaranteed.

My role is to provide a supportive, collaborative, and trauma-informed space where we work together toward your identified goals. You are always encouraged to share your needs, set the pace of our work, and communicate if something feels overwhelming or unclear.

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## Session Fees

- Intake session (53 minutes): \$175
- Individual therapy (53 minutes): \$150
- ADHD assessment: \$225
- No-show or late cancellation (under 24 hours): \$100
- Court involvement (if subpoenaed): \$400/hour

## Payment

Payment is due at the time of service, and a valid payment method is required to be saved in the client portal. Credit cards and HSA/FSA cards are accepted through the secure portal. Clients are responsible for keeping billing and contact info up to date. Delinquent accounts beyond 90 days may be sent to collections.

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## Late Cancellation Policy

Appointments must be cancelled or rescheduled at least 24 hours in advance of the scheduled appointment time.

Cancellations made less than 24 hours before the scheduled start time will be considered late and will be subject to the late cancellation fee.

For example, if your appointment is scheduled for 3:00 PM on Tuesday, changes must be made no later than 3:00 PM on Monday.

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### Insurance

If I am in-network with your insurer, I will bill them directly. You are responsible for any copayments, deductibles, or uncovered services. For out-of-network services, I can provide a superbill upon request.

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### Good Faith Estimate (No Surprises Act)

Clients who are uninsured or not using insurance have the right to receive a Good Faith Estimate outlining expected costs of therapy. You may request a written estimate at any time. If you receive a bill at least \$400 higher than your estimate, you may dispute it. Learn more at [www.cms.gov/nosurprises](http://www.cms.gov/nosurprises) or call 1-800-985-3059.

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### Telehealth Services

Therapy is offered via HIPAA-compliant video conferencing. Telehealth may have limitations (e.g., technical issues, less access to nonverbal cues), and I encourage in-session conversations about how it's working for you. You agree to inform me of your physical location during sessions and maintain privacy on your end. Sessions may be temporarily audio/video recorded solely for the purpose of accurate clinical documentation. Recordings are deleted immediately after notes are completed and are not retained as part of the medical record.

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### Confidentiality & Its Limits

Your information is confidential with the following exceptions:

- Threats of harm to self or others.

- Abuse or neglect of a minor, vulnerable adult, or elder.
- Court order or subpoena.
- Mandated legal or administrative proceedings.
- Authorized release by you in writing.

Clients age 13 and older must sign a release for parents to access treatment information. Confidentiality may be waived in legal proceedings involving your treatment.

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### Electronic Communication

I use HIPAA-compliant platforms for secure messaging, forms, and video sessions. SMS and email are used for administrative purposes only (e.g., scheduling). You may:

- Simple Practice messaging may be used for clinical communication, scheduling questions, and non-urgent check-ins.
- Text messaging (via iPlum) is reserved for brief, administrative purposes only (e.g., scheduling or arrival updates).
- Email may be used for non-clinical communication such as forms, billing, or general questions and is sent through a HIPAA-compliant Google Workspace account.

By providing your number, you consent to receive SMS messages from Balanced Roots Counseling. Frequency may vary. Message/data rates may apply. Reply STOP to opt out.

### SMS Privacy Policy

Information (name, contact info) may be collected to perform administrative services. Your data will not be sold or used for marketing.

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### Emergency & Crisis Care

I do not provide emergency services. If you are in crisis, call 911 or visit the nearest ER. You may also contact:

- Suicide & Crisis Lifeline: 988
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### Boundaries

To protect our therapeutic relationship:

- I do not engage in dual relationships or social media interactions with clients.
- I will not acknowledge you in public unless you greet me first.