



### Welcome to Biblical Counseling Center!

We look forward to using God's Word to help you find comfort, guidance and solutions to your problems. In order to be as clear as possible about the counseling and the administrative procedures used at Biblical Counseling Center, please read the following information. Indicate your agreement to our policies by signing your name and the date at the end of this document. Because of your interest in biblical counseling, we will also include you on our mailing list to keep you informed unless you request otherwise.

### What is biblical counseling?

Biblical counseling involves understanding the problems of living in a fallen world, and very practical solutions, from the perspective of Scripture. The Bible is used both to define the problems and to develop methods for solving them. The counselors at Biblical Counseling Center have all received formal training in biblical counseling. They are not licensed psychologists, but rather pastoral counselors. They are certified (or in process) by ACBC, an organization devoted to insuring the quality of the counseling offered by its members.

### Are counseling sessions kept confidential?

The Bible clearly states that gossip is wrong. Therefore, the counselors at BCC will not release information about particular counselees except in the few situations required by the Bible or by the mandated reporting laws of our state. Those situations are: (1) when someone is in danger of being harming themselves or others (2) when a child is physically or sexually abused, or (3) when someone persistently refuses to stop a sinful pattern and it is necessary to seek assistance from their church to encourage proper change (see Matthew 18:15-20 and Romans 13:1-7). In the case of a court subpoena, your records will be kept private unless you have given written authorization to disclose them.

### What if I have a dispute with my counselor or with BCC?

If you have a dispute with your counseling at BCC, the procedure for addressing your concerns involves (1) contacting the Executive Director in writing, explaining your concern; (2) trying to settle the dispute by mediation, and if necessary, (3) using the rules and guidelines of the Institute for Christian Conciliation to arrive at a legally binding arbitration.

## Financial and Payment Policies

### How does BCC keep its fees so low?

Biblical Counseling Center is a ministry that keeps its fees as low as possible, because our desire is to minister to those who need help now. We do not turn anyone away who is unable to pay. This is only possible because God's people generously donate to help make counseling available. Our counseling fees only cover 50% of BCC's ministry operating cost each year.

### What does it cost to meet with a counselor at BCC?

| Type Session        | Cost  | 25% Partner Church Discount * | Time Allotted                 |
|---------------------|-------|-------------------------------|-------------------------------|
| Initial or Extended | \$120 | \$90                          | 90 or 120 Minute Session      |
| Regular Sessions    | \$80  | \$60                          | 50 Minute Session             |
| 10 Session Package  | \$650 | \$600                         | 50 Minute Sessions (10 total) |
| Pre-Marital Package | \$575 | \$480                         | 50 Minute Sessions (8 total)  |

\* a list of partner churches is available on the BCC website

### What should I do if I can't afford the counseling fees.

- (1) Contact your church to see if there are any funds available to help pay for counseling. BCC can provide a sample letter for you to send your church to ask for assistance.
- (2) During the first session, discuss with your counselor a payment schedule for what you are able to pay. Except in cases of extreme hardships, a partial payment is expected to honor the commitment that your counselor is making to you with his/her time.
- (3) If God provides to enable you to repay your balance at BCC, this allows others to receive reduced cost counseling just as you were able to benefit from it.
- (4) From time to time volunteer project hours can be accepted in lieu of counseling and will reduce your counseling balance.

### Does BCC accept Insurance or Health Savings Accounts?

We are not in any network for insurance companies and do not file claims for you, but a few insurance companies will reimburse for biblical counseling if you submit the proper forms. We will provide you with a receipt to submit to insurance or your employer if you desire. Most flex spending and HSA's can be used at BCC just like a credit card.

### What if I miss an appointment?

Counselees are asked to cancel appointments at least 24 hours prior to the appointment. This gives others the opportunity to use the canceled time slot. If no cancellation is made, or if less than 24 hours notice is received except for absolute emergencies, there will be a 50% cancellation charge for the appointment that you are expected to pay.

### **I have read and I understand BCC's policies stated above, and I consent to abide by them.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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#### **Biblical Counseling Center Locations to serve you:**

- 3233 N. Arlington Heights Rd., Suite 301, Arlington Heights, IL 60004
- 200 N. Roselle, Schaumburg, IL 60194 (Bethel Baptist Church)
- 27W140 Roosevelt Rd, Ste. 203 Winfield IL 60190 (Bedford Place)
- 1000 Eagle Ridge Dr., Ste.F, Schererville IN 46375 (Eagle Ridge Office Plaza)

**Main Office P: (847) 398-7193**

**E: [info@biblicalcounselingcenter.org](mailto:info@biblicalcounselingcenter.org)**