



Rao Counseling – Professional Disclosure, Confidentiality & Policies

About Your Therapist

Welcome to Rao Counseling PLLC

My name is Charlie Rao, LPC-A / LPC. I provide compassionate, person-centered therapy designed to meet clients where they are. My approach integrates mindfulness, insight-oriented, strengths-based methods to support emotional balance, clarity for personal growth.

Education & Credentials

- MS in Counseling Psychology / MS in Cellular Biology
- Licensed Professional Counselor-A / Licensed Professional Counselor (Texas Behavioral Health Executive Council)
- NPI: 1306634894 | CAQH: 16673309

Therapy Service Pathways

You may receive counseling services through the following pathways:

1. Self-Pay / Sliding Scale – Website: **charlierao.org** – Ideal for clients paying privately or utilizing a reduced fee rate.
2. Insurance – Dua Health – Website: **duahealth.co/charlie-rao** – Clients using insurance through Dua Health **must** request **Charlie Rao** specifically to ensure correct provider matching and continuity of care.
3. Insurance & Self-Pay – Headway (In Progress) – For clients using eligible insurance plans through the Headway network.

Regardless of pathway, all therapy sessions maintain the same confidentiality, ethical standards, and quality of care.



Confidentiality & Its Limits

Your privacy is a top priority. Information shared in counseling is confidential and cannot be released without your written consent, except as required by law.

Confidentiality must be broken when:

- There is a risk of serious harm to yourself or others.
- There is suspected abuse or neglect of a child, elder, or dependent/vulnerable adult.
- Records are court-ordered or subpoenaed by a judge.
- Disclosure is required for mandated supervision or professional consultation (if applicable).

In cases of potential harm, steps will be taken to protect safety, which may include contacting emergency services/ designated emergency contacts.

Confidentiality and Legal/Mandated Duty to Report

Everything you share in counseling is treated with care and respect. Your records are stored securely under double lock, as required by Texas law, and are never shared without your written consent—except in specific safety situations.

I may be required to share limited information only if there is a serious risk of harm to you or someone else, or if I suspect abuse or neglect of a child, elder, or dependent adult. These requirements come from TX Administrative Code §681.41 and TX Family Code §261.101, which guide all licensed counselors to act in good faith to keep people safe. Reports made in good faith are protected under TX Family Code §261.106.



My goal is always to protect your privacy while also meeting my legal and ethical responsibilities as a licensed therapist. I will always do my best to discuss any safety concerns with you whenever possible before taking further steps.

Communication & Email Policy

I use email for scheduling and brief recap/reflection notes after sessions. Email addresses used:

- **raocounseling@gmail.com** (Rao Counseling, self-pay clients)
- **charlie@duahealth.co** (Dua Health clients)

Emails are used for scheduling, links/resources, and brief reflections. Email is not a fully secure form of communication and should not be used for emergencies or sensitive topics. Typical response time is 1–2 business days (Mon–Fri).

By signing this document, you acknowledge and agree to receive appointment confirmations, session links, and brief recap/reflection emails from your therapist via these addresses.

If you experience a mental health emergency, call **911** or **988** (Suicide & Crisis Lifeline), or go to your nearest emergency department.



Telehealth Services

Depending on your service pathway, telehealth sessions occur on one of the following HIPAA-compliant platforms:

- Rao Counseling PLLC (Self-Pay): doxy.me/charlierao
- Dua Health (Insurance): Jane App Video Platform
- Headway (Insurance): Headway Telehealth Platform (in progress)

If a session experiences technical issues, I may contact you by phone to continue or reschedule.

Fees, Payment, and Cancellations

- **Initial Intake Session (90 minutes): \$150**

Ending or Pausing Therapy, Follow-Up, and Therapist Availability

You may choose to end or pause counseling at any time. I may also recommend ending or pausing therapy if we've met your goals, if therapy no longer seems beneficial, or if your needs would be better served by another provider. In such cases, I'll provide referrals and help ensure a smooth transition of care.

If therapy ends unexpectedly—for example, due to loss of contact or repeated missed sessions—I will make reasonable efforts to reach out, offer closure, or provide referral options. This follows TX LPC ethics and the duty to avoid client abandonment (22 TAC §681.41 [m]).

During scheduled vacations, holidays, or brief leaves, sessions may be paused/rescheduled. I will notify you in advance when possible, provide emergency contact information if needed. Email replies may be delayed during times, but I'll resume normal communication upon return.



After therapy has ended, I may check in briefly to see how you're doing. These occasional follow-ups are optional, supportive, and not considered formal therapy unless both parties agree to resume sessions.

Session Rates

- **Follow-up Session (60 minutes): \$100**
- **Mini Session (45 minutes): \$80**
- Sliding scale available upon request.
- Late cancellations or no-shows may incur a **\$50** fee if not canceled 24 hours in advance.

Invoices for missed or late-canceled sessions may be sent electronically or by mail.

Emergencies

If you are in immediate danger, please call **911** or **988**.

For non-emergency crises, you may also contact:

- Fort Bend County 24-Hour Helpline: **(800) 633-5686**
- Harris Center Crisis Line: **(866) 970-4770**

Complaints & Licensing Concerns or Complaints:

Rao Counseling PLLC and its clinicians are licensed by the Texas Behavioral Health Executive Council (BHEC). Complaints may be directed to:

Texas Behavioral Health Executive Council (BHEC)
333 Guadalupe St., Suite 3-900, Austin, TX 78701
Phone: (512) 305-7700 | bhec.texas.gov



Acknowledgment

By signing below, you acknowledge that you have read and understood this document, and that you consent to receive services under these terms.

Client Name: _____

Client Signature: _____ Date: _____

Therapist Signature: _____ Date: _____

Charu ("Charlie") Rao, LPC-A / LPC