

General FAQs

Services and Approach

What is your approach?

What sets our services apart is the expertise of our therapists, who have advanced training in trauma, oncology-specific psychosocial care, and the nuanced challenges faced by both patients and their caregivers. Our team utilizes research-informed therapeutic modalities, including trauma-focused therapy, compassion- and acceptance-based approaches, grief counseling, family systems-therapy, CBT, and narrative therapy.

What do you specialize in?

We provide trauma-informed collaborative services to those individuals experiencing mental health symptoms in response to a cancer diagnosis, including, but not limited to, trauma, grief, loss, mild to moderate depression, anxiety, stress management, relationship issues, and life transitions.

Getting Started with Our Services

How do I get started?

Visit our website at h4tgcounseling.org to learn more about our counseling services and find the link to our prospective client form.

How do I schedule my first appointment?

You can schedule by calling us at 757 734 4325 or emailing hello@h4tgcounseling.org. We recommend that you complete our prospective client form to expedite the process.

What should I expect at my first session?

Your first session, typically 60 minutes, is a chance to get to know your therapist and share what brings you to counseling. Your therapist will ask questions to understand your needs and goals. There's no pressure to share more than you're comfortable with.

How should I prepare for my first appointment?

We ask that you complete the new client paperwork ahead of your first appointment. This helps us and our support team ensure all your information, especially insurance information, is accurate. Once your new paperwork is completed, bring it to your first appointment. If you'd like to share any previous records or assessments, you're welcome to do so, but it's not required.

What if I'm nervous about starting therapy?

Feeling nervous is normal. Many people feel this way. You can go at your own pace, and your therapist will work to make you feel comfortable and safe.

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Appointment and Scheduling

What are your office hours?

By appointment only on Monday - Friday.

Do you offer telehealth/virtual sessions?

Currently, our telehealth services are available in Virginia for clients who prefer remote sessions or cannot come to the office.

What is your cancellation policy?

We understand that life happens. We ask for at least 48 hours notice if you need to cancel or reschedule. This allows us to offer the time to another client. Late cancellations or missed appointments may result in a fee of \$110. If you're in crisis or experiencing an emergency that prevents you from attending, please let us know, and we'll work with you.

What if I need to cancel at the last minute due to illness or an emergency?

Please call or message us as soon as possible. We understand that emergencies happen and will work with you on a case-by-case basis.

Office Location and Directions

Where are you located?

We have two convenient locations:

Williamsburg

- Address: 3706 Strawberry Plains Road, Suite D, Williamsburg, VA 23188
- Directions: Located between 199 and New Town off Strawberry Plains Road
- Parking: parking lot in front of the main office
- Building access: please enter the main door for Suite D or use the ring doorbell to notify the team inside the building

Richmond:

- Address: 10 S. Crenshaw Avenue, Suite D, Richmond, VA 23221
- Directions: Located off W Cary Street in the Carytown neighborhood in Richmond
- Parking: Available on Crenshaw Avenue in the parking deck or on the street. Please note that the parking lot adjacent to the building is designated for McDonald's customers only. H4TG Counseling is not responsible for any vehicles that may be towed.
- Building access: Upon arrival, please enter the building through the rear gate. Once inside, take the first door on the right. You will find a small waiting area with a chair where you may sit before your appointment until I come to get you for your appointment.

Is your office accessible?

Yes, our Williamsburg office is on the ground floor with accessible parking and restrooms. We also offer telehealth appointments.

What if I can't find the office?

Please call us at 757 734 4325 if you're having trouble finding us. We're happy to guide you.

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Insurance and Payment

What insurance do you accept?

We accept various insurance plans, which are posted on our website. We're happy to verify your benefits before your first session and recommend that you call your insurance company to confirm them as well. So that you know, it may take up to 7 days to complete the verification.

What if you don't take my insurance?

We can provide you with a superbill (detailed receipt) that you can submit to your insurance for possible out-of-network reimbursement.

How much will I pay per session?

Your cost depends on your insurance coverage. We'll verify your specific benefits and let you know your expected cost before your first session. For self-pay, our rates range from \$125 to \$160, and they are posted on our website.

When do I pay?

Payment (copay/coinsurance/full fee) is due at the time of service. We accept credit cards and debit cards.

Privacy and Confidentiality

Is counseling confidential?

Yes. What you share in counseling is confidential with limited exceptions required by law (risk of harm to self or others, child/elder abuse, court order). Your therapist will explain the limits of confidentiality in your first session.

Will my insurance company know what I talk about?

Insurance companies receive minimal information: dates of service, diagnosis code, and that you attended counseling. Just so you know - the details of what you discuss remain confidential.

Crisis and Emergency Support

What if I'm in crisis between sessions?

If you're experiencing a mental health emergency:

- Call 988 - Suicide & Crisis Lifeline (24/7)
- Call 911 or go to your nearest emergency room
- Text "HELLO" to 741741 - Crisis Text Line

Our program is not equipped for crisis intervention between sessions, but we can discuss safety planning during your regular appointments.

Do you offer same-day appointments for urgent needs?

We occasionally have same-day availability for established clients experiencing urgent (but non-emergency) situations. Please call us to check availability.