



REGISTRATION PACKET

2026

Includes:

3 required therapy forms (Print pages 2-8)

Discernment Counseling Info

Getting the most out of therapy

A note from Dr. Lisa Terrell discussing her specialty therapy

Consultation request form

FAQ (includes directions to the office!)

Specialty Therapy for Relationships & Sexuality

Discernment Counseling

Infidelity

Please review, fill out and sign the 3 required forms. Bring the completed forms to your initial session. For online sessions, please email or fax the completed forms at least 4 hours prior to your session. You will be sent a link for your online session usually 1 business day prior to your session.

1251 Arrow Pine Drive

Suite C 144

Charlotte, NC 28273

Phone or Text 704 377 2022

Fax 919 400 4400

www.sensovi.com Sensovia@gmail.com

REGISTRATION INFORMATION Required Form 1 of 3

Name _____ Age _____

Street Address _____

City/State/Zip _____

Preferred Phone _____ Mobile _____

Email _____ Best time/method to reach you _____

Spouse/Partner (if applicable)

Name _____ Age _____

Street Address _____

City/State/Zip _____

Preferred Phone _____ Mobile _____

Email _____ Best time/method to reach you _____

Children's Names & Ages (if applicable)

Length of marriage/relationship (if any) _____

How did you find out about Sensovi Institute?

Family Doctor _____ Phone _____

Current medications _____

Briefly state your reason for seeking Dr. Terrell's services _____

PROFESSIONAL DISCLOSURE & CONSENT

Required Form 2 of 3

Dr. Lisa Terrell MA, LCMHC
Doctor of Human Sexuality
AASECT Certified Sex Therapist

The following is provided for your information and you are requested to sign this before your first counseling session.

Credentialing

Masters Degree in Community Counseling (MA)
Andrews University in Berrien Springs, Michigan in 1994.

Licensed Clinical Mental Health Counselor (LCMHC) in North Carolina #3719
North Carolina Board of Licensed Professional Counselors, PO Box 77819, Greensboro, NC 27417

Registered Nurse (RN) in North Carolina #168976
North Carolina Board of Nursing, PO Box 2129, Raleigh, NC 27602

Certified Sex Therapist and member of the American Association of Sex Educators, Counselors, and Therapists, PO Box 5488, Richmond, VA 23220-0488

Certified Sexologist by the American College of Sexologists, PO Box 640405, San Francisco, CA 94164-0405

Doctorate of Human Sexuality from the Institute for Advanced Study of Human Sexuality, 1523 Franklin Street, San Francisco, CA 94109

Years of experience: I have been in practice as a psychotherapist since 1996.

People I work with: I work with men, women and families. I am a high-level specialist working with personal growth, couple's dynamics, sexuality issues, and discernment counseling.

Services offered: Relationship and Sex Therapy. Sexual Health Consultation. Discernment Counseling. Betrayal Recovery structured program, Online Self-help relationship and sex therapy and workshops.

I practice competency and developmental based counseling therapy in the framework of brief therapy and a strong educational focus. In short, this is a belief that when we encounter difficulty in our lives that it is an opportunity to grow and mature. I believe that knowledge of and advocacy of Self is necessary for intimacy with others and that the sexual relationship includes our physical, emotional and spiritual selves.

I offer 30-minute, 60 minute, and 180-minute sessions (Intensive sessions).

I also offer Discernment Counseling, a 1-5 session program for couples who are considering whether Divorce or Marriage/Relationship Therapy is the best option for them.

Periodically, I provide online educational, consultative, and psychotherapeutic services.

My method of counseling is teaching, reflective listening and questions, and process therapy (observation and feedback on the dynamics of a given situation), and occasional reading and work assignments.

Periodically I offer Mini Retreats, online self-help relationship and therapy programs through my practice Senovi Institute. For an introduction to my services, I have a **book** that gives you a glimpse into my therapy and the work we do around relationships, sex, and sexuality. (Boat. River. People. Journeys to Awakeness in Relationships, Life, and Sex. Amazon.com.) I also have a **Substack Newsletter**. (*The Connecting Sex Newsletter* : Ideas for those who don't really want to talk about sex. <https://connectingsex.substack.com/>)

Payment for Services

Fee for Services only. Cash, check, or Zelle. I process Credit card and health care debit cards through PayPal invoicing. PayPal also offers a payment plan. Upon payment, I will provide you with a receipt sent by email usually within a few days. Paper copy receipts may be requested. Payment is expected at the end of each session even if you have insurance coverage.

Check with your insurance carrier to confirm your benefits for reimbursement of services. I am unable to provide insurance processing for reimbursement. If you prefer not to be assigned a diagnostic code, please alert me. Senovi Institute is a private practice and I have opted out of any insurance panels and therefore I do not have a "NPI code". Please verify with your insurance carrier if they need a NPI in order to reimburse you under your insurance benefit. My services are considered out of network for most insurance plans.

Diagnosis

Please be aware that a medical diagnosis (designated by a number code) that is requested by insurance or managed care companies or used in a medical setting becomes a permanent part of your record and may affect your future benefits and rights to confidentiality.

Fee

Please carefully review the Financial Policy which is in the next section of this packet. Fee for an In Office session (as of January 1, 2026) is \$250 per 60-minute sessions. Discernment Counseling have different fees. Please see the Financial Policy Form.

No show fee –The appointment you schedule will be reserved for you. If you do not come to your appointment and have not given proper notice, you will be charged for the session. Proper cancellation notice is by 2pm the day before your scheduled appointment. Monday appointments require notice by Sunday 2pm.

Insurance

I do not process insurance claims. Payment is at the time of service by check, cash, Zelle, or PayPal (PayPal funds or PayPal processing of your credit card. You do not need a PayPal account to use your credit card). I provide you with an "insurance ready" receipt for Therapy Services. That means that it has all the codes and verification of my tax status, and licensure needed for your reimbursement. It is your responsibility to understand your insurance coverage and to file paperwork with your insurance company. I am unable to fill out or sign any claim form.

It is state law that insurance process your claim within 30 days. If they have not done so or you feel that they have made unnecessary delay or difficulty, you may contact the North Carolina's Insurance commissioner to file a complaint. North Carolina Commissioner Dept of Insurance, PO Box 26387, Raleigh, NC 57611, Tel: (919) 733-7349, online: www.ncdoi.com

Confidentiality

- The information and issues you disclose in the counseling relationship are confidential. I will keep the issues totally confidential except under the following circumstances that are mandated by law:
- Any information that you may disclose about the intention to harm or harm done to yourself or any other person, and in some cases property.
- Any information that you may disclose that indicates child or vulnerable adult harm or abuse. * Court order. Though all efforts such as appeals and any possible legal protection against disclosure will be used, a court of law ultimately may open any record.

Grievance Procedure

If at any time you have a question or complaint, please alert Dr. Lisa Terrell. You may also contact: North Carolina Board of Licensed Clinical Mental Health Counselors, PO Box 77819 Greensboro, NC 27417 Tel: (844) 622-3572 www.nclcmhc.org

Request for Services

I am requesting the counseling and therapy service of Dr. Lisa Terrell, MA, LPC. I have read the above information. I understand that though every effort for confidentiality will be made, that ultimately an order from a court of law or life endangerment supersedes my need for confidentiality. I understand that I may discontinue counseling or therapy sessions at any time, and that continuance of services is based on timely payment for the services rendered.

I have read the information packet and agree to the Financial Policy stated therein.

YES

I understand fully the No Show Fee Policy and agree to pay for my scheduled time when I am unable to give proper notice. **Proper notice of cancellation/reschedule is by 2pm the day prior to your scheduled appointment. Monday appointments require by 2pm Friday notice.** **YES**

Signed _____ Date _____

Signed _____ Date _____

**Both spouses/partners signature needed*

Dr. Lisa Terrell _____ Date _____

Payment for services is due at the time the services are provided; services that are covered by insurance are not an exception.

Sensovi Institute and Dr. Lisa Terrell requires notice by 2pm the day before your scheduled appointment. Monday appointments require notice by 2pm Sunday. Missed appointments not meeting those requirements will incur the No Show Fee. The No Show Fee is the standard fee for the time scheduled.

Sensovi Institute and Dr. Lisa Terrell will email your payment receipt in the week following your session. The receipt includes the following: services rendered, payment, diagnostic and CPT codes, the provider's credentials.

Forms of Payment: Cash, Check, Zelle, or Credit Card processing through PayPal.

Cash or Check

You will receive an emailed receipt.

Zelle

Send payment using Zelle app.

Zelle phone number: 704 309 9985 Lisa Terrell

You will receive an emailed receipt.

Credit Card, including Health Account Debits

PayPal will send you an invoice to the email you provided in the Registration Forms.

You choose your payment method.

It is not necessary to have a PayPal account in order to use your credit or debit card.

After your payment is processed by PayPal, you will receive an emailed receipt.

Therapy/Consultation Fees

60-minute session \$250

Please note: Therapy/Consultation are Actual Time-based fees

Service fees are based on Actual Time. Since my specialty often involves intensive work with high distress situations, I may allow the session to continue past the scheduled time. This is dependent on my schedule, your schedule, and appropriateness of extending the session. I charge by taking the total time in and out divided by 50 minutes. Please note that it is my policy to do one of the following:

- 1) Alert you by saying "we are out of time" and ask if you would like to keep going (schedule permitting) or reschedule.
- 2) If the session is dealing with intense and urgent matters, I may not interrupt but keep engaged in the work of the session. The session statement will document the actual length of the session.
- 3) If you do not wish to be charged for extra session time, it is your responsibility to say so and to assist in closure of the session and rescheduling to continue the work.

Discernment Counseling Schedule/Fees

Discernment Counseling (more information on page 11) is a structured/time-controlled program usually lasting from 1-5 sessions.

20-minute phone interview/orientation for each partner (no charge)

Session 1 Initial 120-minute session \$540

Session 2 90 minutes \$405

Session 3 90 minutes \$300

Session 4 90 minutes \$300

Session 5 90 minutes \$300

Follow up to Discernment Counseling

60-minute Session \$250

Insurance claims are self-file

Sensovi Institute does not file insurance or employee assistance claims, and we are not a member of any network or panel (this means Dr. Terrell's services are "out of network".) It is up to the client to determine and process the appropriate paperwork for which they are eligible.

I accept cash, check, Zelle, PayPal Funds (PayPal will process your credit card if needed and provides a payment plan)

There will be a fee of \$25 charged for any Non-Sufficient Funds incident. A third session cannot be scheduled until the balance due by the client is \$0.

_____ I have read and fully understand, and agree to this financial policy fully and enter this contract with Sensovi Institute.

I will use the following to cover my payment (please indicate your payment method):

- Check or Cash
- Zelle
- PayPal (You may use your credit card of choice or Health Care debit card, PayPal has a payment plan, you do not need a PayPal account to use your credit or debit card).

Signed _____ Date _____

Signed _____ Date _____

Dr. Lisa Terrell _____ Date _____

Get the most from your Specialty Therapy sessions

Suggestions for making the counseling beneficial and cost-effective:

- **Check with your insurance company** and be very clear about the coverage you have. Many clients have found that they have to be persistent in order to get their full benefits.
- **Read about Specialty therapy for Relationship and Sexuality** (see page 10 of Registration Packet).
- **Come to each session ready to work.** Counseling is an active process. Make every effort to complete assignments given by your therapist. Let your therapist know if you are too busy or distracted to apply yourself fully.
- Consider **longer sessions** less frequently rather than shorter sessions more frequently. For example, a 120-min session every 4-6 weeks vs. a 60-minute session every 1-2 weeks. My experience has been that clients process and work more efficiently by using the longer sessions.
- **Turn off your phone.** Only urgent and child care backup on silent mode please. Phones alerting to texts, emails, and calls provide unnecessary distraction.
- Space your sessions in a **consistent manner**. Less frequent and erratically scheduled sessions tend to use more time getting up to speed with your life situation.
- Make sure that you are a good fit with your counselor. Find out if your counselor has experience in helping people with your challenges move forward. You will want to graduate from counseling as soon as possible. At Sensovi Institute, the goal in working with people is to get them needing us less and less and able to work out their life with the new skills they have learned in counseling. Every session, we evaluate whether we are moving forward, and whether the client needs to come back.
- **Come to your sessions on time or a little early** so that you can shift gears for the work ahead of you.
- Make every effort to **complete assignments** given by your therapist.
- Call to cancel or reschedule an appointment by 2pm one business day before your scheduled session to avoid a No-Show Fee.

A note from Dr. Lisa Terrell about her specialty practice

I have noticed over the years that my clients comment about how different our work in session is to what they expected. Especially if you experienced therapy before, the first few sessions where you are introduced to the structure of our work and the new skills that will help you—may be surprising!

I am strongly “Process” oriented. This means that I believe that to help people I need to help them see patterns and create new patterns. Our personal patterns show up when we talk, when we argue, when we are doing normal life, in crisis and when we tell our story. Another way to put this is that my therapy is not just “talk therapy”.

Sharing your story and your experience and emotions is an important part of therapy. Please know that I will guide you to share your story in a specific way by asking some important questions to get me the information I need to begin to help you right away. These questions come from the stories of many couples and individuals, and therefore you get the benefit of those who have come before you. You may wish you could talk more at the beginning, but I promise that if you hang in there, you will feel thoroughly heard.

Here are a few ideas from Process therapy:

- Process therapy doesn’t necessarily need a detailed history to be effective. The therapist is listening carefully for patterns and your viewpoint about those patterns.
- An issue that affects the couple, will resolve much more quickly and completely if addressed in couple’s therapy. Although one partner’s issues may be harming the couple, both partners “work” in therapy.
- An individual’s issues will tend to be resolved much sooner if they are worked on in conjunction with couple’s therapy.
- If you were harmed or betrayed by your partner, you—as a partner will have hard work to do too. It is likely at some point to seem harder for you than your partner and the work very unfair to you (as in “I didn’t choose or ask for this”).
- The Process oriented couple’s therapist is always advocating for the partnership—getting the partnership functioning and healthy. Don’t worry about being right or justified or winning the therapist over. Experience gives a Process therapist a laser focus to pick up the imbalance in patterns and function. Both partners must function for the partnership to work. You will feel the difference when you are functioning—no need to worry that things are unfair—defensiveness, anger, and volatility go away with emotional function.
- Interpersonal Function is the most valuable commodity in Process therapy. Function means that you feel you have a “say so”—that your thoughts, feelings, needs, wants and desires matter and you articulate your “say so” clearly.
- Sex Therapy (“process” oriented) is largely about learning to be profoundly (intellectually, emotionally, spiritually, physically, and erotically) intimate with your partner.
- Therapy for highly distressed couples in crisis will tend to feel like slow motion. I insist on my couple’s learning to function together before we try to fix or decide anything. I attribute this “boot camp” approach in emotional function as largely the reason I am successful with critically distressed clients.

I hope this gives a glimpse into my therapy sessions. The work is life changing and transformative.

Courage to you as you begin!

Dr. Lisa Terrell

What is Discernment Counseling?

DISCERNMENT COUNSELING is for COUPLES ON THE BRINK

If you or your spouse are considering divorce but are not completely sure that's the best path, you are in a tough spot. And Discernment Counseling is designed for you. It's a chance to slow down, take a breath, and look at your options for your marriage.

Discernment Counseling is a new way of helping couples where one person is "leaning out" of the relationship—and not sure that regular marriage counseling would help--and the other is "leaning in"—that is, interested in rebuilding the marriage.

The counselor will help you decide whether to try to restore your marriage to health, move toward divorce, or take a time out and decide later.

The goal is for you to gain clarity and confidence about a direction, based on a deeper understanding of your relationship and its possibilities for the future. The goal is not to solve your marital problems but to see if they are solvable. You will each be treated with compassion and respect no matter how you are feeling about your marriage at the moment. No bad guys and good guys.

You will come in as a couple but the most important work occurs in the one-to-one conversations with the counselor. Why? Because you are starting out in different places.

The counselor respects your reasons for divorce while trying to open up the possibility of restoring the marriage to health. The counselor emphasizes the importance of each of you seeing your own contributions to the problems and the possible solutions. This will be useful in future relationships even if this one ends.

Number of Sessions: A maximum of five counseling sessions. The first session is usually two hours (120 minutes) and the subsequent are 1.5 hours (90 minutes).

Discernment Counseling is not Suited for these situations:

- When one spouse has already made a final decision to divorce
- When one spouse is coercing the other to participate
- When there is danger of domestic violence

CONSULTATION REQUEST

Fill out this form if you would like to have a Consult Report sent to another Healthcare Provider/Person

It is Dr. Terrell's policy to formalize in writing a Consultation with other services providers. In addition, it is her policy to keep the client completely in the loop about the information that is exchanged and discussed between professionals. This usually means that you will deliver the Consultation Information directly to your provider.

I request that _____
Representing Sensovi Institute

Provide and Send a written Consultation Report/or Other Consultation to the following:

Name _____ Phone _____

Address _____

Title/Specialty _____

I request a professional opinion and or assessment about my work and participation at Sensovi Institute for the purpose of Consultation.

I understand the following:

- Consultation Reports whether written or in other forms from Sensovi Institute are a fee service. The fee is \$50 per 15 minutes and prorated in increments of 15 minutes. The minimum fee is \$50.
- I will be responsible for this fee.
- I will receive a copy of the Consultation Report, and or be present at other forms of Consultation such as phone conversations.

Written Consultation during an "in-office" session are included under the Counseling session fee. This means that I can write the report in your session if you need one.

Signed _____ Date _____

REGISTRATION FAQ's

What is Sensovi Institute?

It is the psychotherapy practice of Dr. Lisa Terrell and the online programs providing specialty therapy, assessments, resources, and self-help programs for relationships and sexuality from time to time.

How do I get started?

First—**Read the Registration Packet.** Available on the homepage of MarriageTherapyCharlotte.com or by requesting via email, regular mail, or phone.

Second— Make an appointment

- **Online scheduling.** See the button on the homepage
- **Call or Text 704 377 2022** For special scheduling requests or information
- **Email** sensovia@gmail.com

Where is Sensovi?

My office is located in Charlotte, NC at 1251 Arrow Pine Drive Suite C 144. Parking at the building is limited, but plentiful at the building right next door.

What issues do you help with?

Marriage concerns such as marriage renewal, affair recovery, lack of intimacy issues, divorce prevention, divorce mediations, and separations.

Sex concerns such as low sexual desire, no sexual desire, intercourse and arousal difficulty, painful sex, sexual addictions, fetish issues, sexual aversion or avoidance, inability or difficulty with orgasm, premature ejaculation, loss of erection.

Intimacy concerns such as communication, roles, conflict resolution, satisfaction with the relationship, sexuality and sensuality developments, previous traumas, trust issues, growth and development of relationship and individuals within the relationship.

Personal Growth Concerns for individuals and couples.

How much does the therapy cost?

The therapy fee is \$250 per 60-minute session. Discernment Counseling fees differ, see above.

Discernment Counseling. A structured 1-5 session program to help couples determine if marital/relationship therapy is right for them and will have a good chance of success.

Consultations, written or phone. Charged at the usual session fees in quarter hour increments.

Life Audit Review and written feedback. Charged at the usual session fees in quarter hour increments.

How do I pay for the sessions?

Cash, check, Zelle, PayPal (including PayPal processing of your credit card. You do not need to have a PayPal account to use your credit card, PayPal offers a payment plan) Payment is due at the end of the session, even if your insurance will be covering the services. If you use PayPal, you will be emailed an invoice that will have a link to complete your payment.

How long will the therapy last?

The average length of therapy is 10-12 sessions over the course of 6 months to 1 year. Quite a few couples get back on track in 6-8 sessions. These are only averages; your therapy course may be shorter or longer and you will always have the choice whether or not to continue.

Please note that Discernment Counseling sessions are structured and scheduled differently.

What is a No-Show Fee?

You will be charged a No-Show Fee when you fail to show up for a scheduled appointment and have not given notice. Proper notice is considered a phone call/email by at least 2 pm on the business day prior to your scheduled appointment. Please note that transportation issues, childcare and illness, unexpected travel, forgetting an appointment, or schedule conflicts that perhaps are not your fault, are nonetheless not a reason for exceptions.

Do you have evening appointments?

Yes, generally Tuesday—Thursday.

Do you have weekend appointments?

Not generally. Special circumstances will be considered. There will be a weekend surcharge of \$40 per 60 minutes of session.

Do you offer concierge (at client's location) counseling?

Not generally. Special circumstances will be considered. A surcharge for travel time and surcharge will be negotiated.

How do I use my insurance?

- Check with your insurance for your benefits.
- I am unable to file insurance claims for my clients. I will, however, provide you with a statement that you can use to turn your claim into your company.
- Be sure to check with your company about their out-of-network benefits. Sometimes, they will not mention that they will pay a portion of the sessions for counselors who are not on their panels.
- Take time to be informed. It has been my experience that benefits are frequently denied incorrectly. It sometimes takes persistence and time to get claims processed correctly.
- Please see the information about how to contact the insurance commissioner if you feel that your insurance company is not being timely or giving a fair standard of care for your benefits.

Do I have to bring my spouse/partner?

If it is a marriage, intimacy, or sex issue, your spouse/partner deserves and needs to be there to work with you for the majority of the process. Infidelity or high distress couples may choose an Individual session after a few sessions where the working relationship has been established by all. After the sessions have progressed, the therapist may agree to individual sessions on a case-by-case basis.

Do you counsel individuals?

Yes, on a case-by-case basis. It will depend largely on what your goal for counseling is as to whether I will accept you as a client or refer you to another counselor.

What is the Intensive Session?

Intensive sessions are available. You can request a 120-minute session for an intensive (for serious crisis) or quick start to your work. In the long run it is not any different than having a 60-minute session 2 weeks in a row, and the results are often more satisfying.

How do my spouse/partner and I prepare for our first session?

1. Read through the registration packet.
2. Schedule an appointment.
3. Fill out and sign the necessary forms.
4. Bring the required forms with you to the first session. If you'd like to submit your forms prior to the appointment, you can email, mail or fax them. Sensovi Institute, 1251 Arrow Pine Drive Suite C144, Charlotte, NC 28273 | F: 919 400 4400 | E: Sensovia@gmail.com

What actually happens in sex therapy?

No clothes come off. There is no sexual touching. I practice psychotherapy, which means that we are working with our minds, our words, and our process, as we understand it. We use discussion and process to work on sexuality issues.

What actually happens in marriage and couples therapy?

Similar to sex psychotherapy, marriage counseling means we use discussion and the dynamics of the relationship to help the couple become aware and have tools to make changes, helping their marriage to be more satisfying and grow in weak areas.

Open Secrets

Description: This is the description of what happens to information that you do not want to share with your partner. From time to time a partner may share something with the Counselor that their partner does not know. Dr. Terrell's philosophy is that trusting partners should "tell"— come completely clean including details. However, I believe it can be traumatizing if the details are discovered in the wrong way and at the wrong time. I will listen and give feedback on secrets, but it will be up to you to share them with your partner.

I also have the bias that it is the ultimate trust building foundation to be completely truthful. Examples of Open Secrets may include: Individual Appointments with Counselor and the topics discussed, the extent of your involvement with someone other than your partner, your concerns about your partner.

Please note that if you share a history or intent to mortally or violently harm any person, I am required by the state of North Carolina (and have the ethical duty) to report your statements to local authorities.