



Privacy Policy & Notice of Privacy Practices

Effective Date: April 1, 2026

Prairie Sky Counseling LLC • Michele D. Ogburn, LCSW, LIMHP

About This Notice

Prairie Sky Counseling LLC, owned and operated by Michele D. Ogburn, LCSW, LIMHP, is committed to protecting the privacy and security of the information entrusted to us. This Privacy Policy and Notice of Privacy Practices explains how Prairie Sky Counseling LLC may collect, use, maintain, and disclose personal information and protected health information (PHI), and describes the privacy rights available to clients.

This notice applies to services provided through Prairie Sky Counseling LLC, including virtual individual, couples, and family counseling services. It is intended to satisfy applicable privacy and confidentiality requirements, including the Health Insurance Portability and Accountability Act (HIPAA), where applicable. This document is a general practice template and should be reviewed by qualified legal counsel for final compliance with all laws and regulations applicable to the practice.

Information We Collect

Prairie Sky Counseling LLC may collect information necessary to provide counseling and operate the practice, including:

- Identifying and contact information, such as name, date of birth, address, telephone number, and email address.
- Emergency contact and other information needed for safety and continuity of care.
- Health and mental health information, including history, symptoms, diagnoses, treatment plans, progress notes, and other information relevant to services.
- Insurance, billing, payment, and claims information.
- Information voluntarily provided through the practice website, intake forms, appointment requests, email, telephone, or other communications.
- Technical information associated with use of the website or electronic communications, such as browser or device information, when collected by those systems.

Prairie Sky Counseling LLC collects only information reasonably necessary for treatment, payment, health care operations, legal requirements, or legitimate practice functions.

How Protected Health Information May Be Used or Disclosed

Prairie Sky Counseling LLC may use or disclose PHI without separate written authorization when permitted or required by law. Examples include:

- Treatment — to provide, coordinate, or manage counseling and related health care.
- Payment — to obtain payment for services, process insurance claims, or determine coverage.
- Health care operations — for activities such as quality improvement, compliance, credentialing, billing administration, and practice management.
- As required by law — including certain public health, abuse or neglect reporting, court or administrative proceedings, law-enforcement requests permitted by law, and other legally required disclosures.
- To prevent or lessen a serious and imminent threat to the health or safety of a person when permitted by applicable law.
- With your authorization — for uses or disclosures not otherwise permitted by law, including many disclosures of psychotherapy notes.

Prairie Sky Counseling LLC does not sell clients' protected health information. Marketing uses of PHI will require authorization when required by law.

Psychotherapy Notes

Psychotherapy notes maintained separately from the clinical record receive special protection under HIPAA. Clients generally do not have a HIPAA right of access to separately maintained psychotherapy notes, and most disclosures of psychotherapy notes require the client's written authorization, subject to limited legal exceptions.

Substance Use Disorder Records

When records are subject to the federal confidentiality requirements for substance use disorder treatment records under 42 CFR Part 2, Prairie Sky Counseling LLC will handle those records in accordance with applicable federal requirements. Federal rules may provide additional protections for certain substance use disorder records beyond HIPAA. Where applicable, the more protective requirements will be followed.

Your Privacy Rights

Subject to applicable legal limitations, you may have the right to:

- Inspect and obtain a copy of protected health information maintained in your designated record set.
- Request correction or amendment of information you believe is inaccurate or incomplete.
- Request confidential communications by reasonable alternative means or locations.
- Request restrictions on certain uses or disclosures of your PHI. Prairie Sky Counseling LLC is not always required to agree to a requested restriction, except where required by law.
- Request an accounting of certain disclosures of your PHI.
- Receive a copy of this Privacy Policy and Notice of Privacy Practices.
- Authorize or revoke authorization for certain uses or disclosures, when permitted by law.
- File a complaint if you believe your privacy rights have been violated.

Requests should be made in writing when practicable so that Prairie Sky Counseling LLC can properly document and respond to the request.

Telehealth & Electronic Communications

Prairie Sky Counseling LLC provides services primarily through secure telehealth technology. Reasonable administrative, physical, and technical safeguards are used to protect information transmitted electronically.

Email, text messaging, voicemail, and other electronic communications may not provide the same level of privacy as a secure patient portal or telehealth platform. Clients should avoid sending highly sensitive clinical information through ordinary email or text unless they understand and accept the associated privacy risks. Prairie Sky Counseling LLC will use reasonable safeguards when communicating electronically, but no electronic communication system can be guaranteed to be completely secure.

Website Privacy

The Prairie Sky Counseling LLC website may collect information that visitors voluntarily submit, such as contact information when requesting information or services. The website may also use ordinary technical tools, such as cookies or analytics, if enabled by the website platform.

Website information that is not part of a client's clinical record may not be considered PHI under HIPAA. Prairie Sky Counseling LLC will nevertheless take reasonable steps to protect information submitted through the website and will not intentionally collect sensitive clinical information through ordinary website forms unless the form is specifically designed for that purpose.

The website may contain links to third-party websites. Prairie Sky Counseling LLC is not responsible for the privacy practices, security, or content of third-party websites.

Confidentiality & Limits

Counseling communications are treated as confidential except when disclosure is permitted or required by law or when a client has authorized disclosure. Limits to confidentiality may include legally mandated reporting of suspected abuse or neglect, certain court orders or legal proceedings, serious and imminent threats to safety, and other circumstances established by applicable federal or Wyoming law.

The specific confidentiality rules applicable to minors, couples or family counseling, mandated reporting, and legal proceedings may differ from those applicable to individual adult counseling.

Data Security & Retention

Prairie Sky Counseling LLC uses reasonable safeguards designed to protect client information against unauthorized access, use, disclosure, alteration, or destruction. No method of electronic storage or transmission can be guaranteed to be completely secure.

Clinical and business records are retained in accordance with applicable federal and Wyoming requirements and the practice's record-retention procedures. When information is no longer required to be retained, it will be securely disposed of in a manner appropriate to the type of information.

Changes to This Policy

Prairie Sky Counseling LLC may revise this Privacy Policy and Notice of Privacy Practices when privacy practices, technology, or applicable laws change. Material revisions will be reflected in an updated notice, including a new effective date. The current version will be made available to clients and posted on the practice website when applicable.

Questions, Requests, or Complaints

If you have questions about this notice, want to request access to or amendment of your records, or believe your privacy rights have been violated, please contact:

Prairie Sky Counseling LLC Michele D. Ogburn, LCSW, LIMHP Virtual Counseling Practice Serving Wyoming and Nebraska Website: prairieskycounseling.com

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. You will not be retaliated against for filing a privacy complaint.

Important Notice

This document is intended as a clear, client-friendly privacy notice for Prairie Sky Counseling LLC. It is not a substitute for legal advice. Because privacy, telehealth, mental-health confidentiality, minor-consent, substance-use-disorder, and state-law requirements can change, Prairie Sky Counseling LLC should have this document reviewed by qualified Wyoming health-care counsel before final adoption.