Heart for Change Counseling Services, Inc.

Outpatient counseling that supports students and their families: children (5+), preteens, teens, young adults and parents/caregivers

200 Willow Valley Square, Suite 210, Lancaster, PA 17602 (beside the Willow Street Giant; office door "OFFICE 200-210")
Phone: (717) 478-3411 · Fax: (717) 427-6495 · heart4change.org
Office hours: Monday–Thursday 9 am–5 pm · Friday 9 am–4 pm · Closed Saturday and Sunday · Evening hours available (clinician dependent).

How to refer a student

Please send all referrals to our intake team. Intake reviews each referral and matches the student with the clinician who fits best.

- **Email:** intake@heart4change.org
- **Phone:** (717) 478-3411. Leave a message in the intake mailbox.

Parents and guardians can also request an appointment online at https://heart4change.clientsecure.me/request/clinician

Self-referral: request an appointment

> **How school staff can help a family connect**
> - Give the family our intake email and phone number, or the self-referral QR code and link on this sheet.
> - With a release signed by a parent/guardian, we can coordinate with school staff.
> - We never confirm that a student is in our care without a signed release.

Insurance we accept

Aetna · Blue Cross Blue Shield · Independence Blue Cross · Highmark · UPMC / PHC · UnitedHealthcare · Quest · Trustmark · Optum · CHIP
The list may not be complete, and individual clinicians may not be in network with every plan. Families should check their benefits.

EAPs: Aetna Resources For Living · Carebridge · Health Advocate · Life Solutions · Mazzitti & Sullivan · Optum
We also work with other EAPs not listed. Call (717) 478-3411 to check.

Self-pay: self-pay sessions are available. Families can call (717) 478-3411 to ask about rates.

Telehealth: secure video sessions are available to Pennsylvania residents.

Clinicians who work with young people

For background only. Intake matches each referral to the right clinician.

Clinician	Ages	Main areas of focus
Heather Kniss, LSW	Children 5+, teens, adults	Anxiety, depression, self-esteem, ADHD and autism, parenting and family work
Kayleigh Saltzman, LSW	Preteens, teens and young adults and their families	Depression, anxiety, self-esteem, family conflict, step-down from intensive programs (DBT skills, CBT, ACT, MI, Multidimensional Family Therapy)
Alex Mistovich, LCSW	Adolescents, young adults, adults	Anxiety, depression, trauma, ADHD, emotional dysregulation (CBT, ACT, MI)

Family and parenting support: family sessions and parenting support are available. Clinicians who work with adults are also available for parents and caregivers. Melissa Smith, LCSW, and Jen Greenberg, LAPC, have limited availability.

For staff and parent nights: brief informational presentations or a resource table are available on request, at no cost.

We are not a crisis service. For a mental health crisis, call or text **988** (Suicide & Crisis Lifeline). For an emergency, call **911** or go to the nearest emergency department.