

Frequently Asked Questions



Therapeutic Services Outpatient Clinic

Q: What's the difference between Therapeutic Services and ASAP/GSAP services?

A: Our ASAP/GSAP (Adoption/Guardianship Support and Preservation) program offers in-home services only to families who have adopted children. These services are at no cost (for families who adopted through the foster care system) or a sliding scale fee (for all other adoptions).

Therapeutic Services is an outpatient clinic located in West Knoxville that serves anyone in the community who would like to use insurance or self-pay. Clients who utilize Therapeutic Services can opt for in-office treatment or telehealth.

Q: How can I make an appointment at Therapeutic Services?

A: You can call the Therapeutic Services desk at 865-213-2166, or you can fill out a request form on the Therapeutic Services webpage at harmonyfamilycenter.org/therapeutic-services

Q: What if my child was adopted privately or internationally?

A: You are welcome to access ASAP/GSAP services (with a sliding scale rate) or Therapeutic Services (self pay or using one of our in-network insurance plans).

Q: Are you in-network with TennCare plans?

A: We are not currently in network with any TennCare plans. Some of our providers do accept commercial plans with BCBS, UHC, Cigna, and Optum.

Q: Is there a waitlist to schedule an appointment?

A: This may depend on your method of payment and which provider you prefer to see. Our providers who take insurance often have longer waitlists, while providers who only take clients utilizing self-pay can often schedule new clients within the first week of calling. Feel free to call our office to check if the provider you prefer takes insurance/ has a waitlist.



ASAP/GSAP

(Adoption/Guardianship Support and Preservation)

Q: I want to request counseling for my adopted child/for our family. What do I do?

A: Fill out the Request for Services form on the ASAP/GSAP webpage: harmonyfamilycenter.org/pre-post-adoption/asap-gsap-services

Q: Can I sign up for ASAP services for in-office treatment?

A: ASAP services are offered in-home only.

Q: What if my child was adopted from another state other than Tennessee? Can I still use ASAP/GSAP services?

A: Yes, ASAP/GSAP serves any adoptive family, including private adoptions and international adoptions.

Q: What if we are having issues within the family as a whole? Can ASAP/GSAP work with us?

A: Yes! ASAP/GSAP clinicians use a family-based approach and can work on issues within the family unit.

Q: Do I submit a request for services for each child if more than one needs counseling?

A: No, ASAP/GSAP services can open a case for just one child at a time, but because ASAP/GSAP clinicians use a family-based approach, they can work on issues within the family as a whole. Once an ASAP/GSAP clinician is working with a family, if they feel the family would be better served by opening a second case for a second child in the home, they can do so.

Q: I need help with skills and/or tools to parent my child. Can ASAP/GSAP help with that?

A: Yes! ASAP/GSAP services can assist with parent coaching and tools to parent a child in a therapeutic way. ASAP/GSAP can also connect parents to resources such as educational advocacy.

Q: I have custody or guardianship of my grandchild. Can I utilize ASAP/GSAP services?

A: If you obtained Subsidized Permanent Guardianship (SPG), you can utilize ASAP/GSAP services. SPG is obtained through Tennessee Department of Children's Services and Juvenile Court. A SPG guardian receives a monthly subsidy for the child, much like an adoption subsidy. ASAP/GSAP can only work with families who have SPG. If you were granted custody of an unsubsidized guardianship through Juvenile Court, you do not qualify for ASAP/GSAP services.

Q: I would like adoption counseling for my foster child. What do I do?

A: Discuss this with the DCS/Harmony Permanency Specialist, who can make a referral to ASAP/GSAP for pre-adopt counseling.