



Board of Behavioral Sciences



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Gavin Newsom, Governor
State of California

Business, Consumer Services and Housing Agency
Department of Consumer Affairs

FAQ FOR DISPLAY OF LICENSE/REGISTRATION REQUIREMENTS AND REQUIRED NOTICE TO CONSUMERS

To account for the increasing use of telehealth and the difficulty of physically displaying a license or registration when providing telehealth services, per a law change effective January 1, 2025, licensees and registrants are only required to display their license or registration in a conspicuous place in their primary place of practice when rendering professional clinical services in person. The license or registration does not need to physically be on display when services are provided via telehealth.

However, to ensure that all clients maintain access to essential information confirming their therapist's licensure, the law now requires additional information to be included in the required "Notice to Clients" that a Board licensee or registrant must provide each of their clients upon initiating psychotherapy services. For all new clients on and after July 1, 2025, the "Notice to Clients" must contain the following additional information:

- The licensee or registrant's full name as filed with the Board.
- Their license or registration number.
- The type of license or registration (for example, licensed marriage and family therapist, associate clinical social worker, etc.).
- The expiration date of their license or registration number.

Do I have to give my existing clients a new "Notice to Clients" that includes the newly required information?

No. The "Notice to Clients" containing the new information must only be provided to new clients whom you begin serving on and after July 1, 2025. There is no requirement to provide an updated notice to clients you had prior to this date.

When do I provide this Notice?

You are required to provide the "Notice to Clients" prior to initiating psychotherapy services with a new client, or as soon as practicably possible thereafter.

Do I have to issue a new Notice each time my license expiration date changes?

No. Once you have provided the required notice to a client, you do not need to re-issue it to them when your license or registration expiration date is renewed or updated.

I am licensed or registered with the Board of Behavioral Sciences (Board). What does the Notice need to say?

If you are a Board licensee or registrant, you must provide your clients with a notice in at least 12-point font, that substantially states the following (this has not changed):

NOTICE TO CLIENTS

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors). You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830.

For all new clients on and after July 1, 2025, the “Notice to Clients” must also contain the following additional information:

- Your full name as filed with the Board.
- Your license or registration number.
- The type of license or registration (for example, licensed marriage and family therapist, associate clinical social worker, etc.).
- The expiration date of your license or registration number.

You must document that you delivered the Notice in your client records.

Can I provide the notice electronically via email?

The law requires that the notice be written, and it requires that it be in at least 12-point type. However, as long as it is written, the law does not prohibit it from being provided to the client via electronic means, such as email.

If I am not licensed or registered with the Board of Behavioral Sciences (Board), but providing counseling in an exempt setting. Do I still need to provide a Notice to clients? What does it need to say?

If you are unlicensed or unregistered with the Board but providing services within the scope of practice of Board licensees in an exempt setting (a governmental entity, a school, college, or university, or an institution that is both nonprofit and charitable), you are required to provide your clients with a notice about how to file a complaint with your agency. (There has been no change to this requirement.) The fact that your setting is considered exempt is conditional upon you providing this notice to clients.

The Notice must be provided to the client prior to initiating psychotherapy services, or as soon as practicably possible thereafter. It must be in at least 12-point font, and must be in substantially the following form:

NOTICE TO CLIENTS

The (Name of office or unit) of the (Name of agency) receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered practitioner providing services at (Name of agency). To file a complaint, contact (Telephone number, email address, internet website, or mailing address of agency).

The Board of Behavioral Sciences receives and responds to complaints regarding services provided by individuals licensed and registered by the board. If you have a complaint and are unsure if your practitioner is licensed or registered, please contact the Board of Behavioral Sciences at 916-574-7830 for assistance or utilize the board's online license verification feature by visiting www.bbs.ca.gov.

You must document that you delivered the Notice in your client records.