

COMMONWEALTH OF KENTUCKY  
KENTUCKY BOARD OF LICENSED PROFESSIONAL COUNSELORS  
CASE NO. 2023-LPC-00049

KENTUCKY BOARD OF LICENSED  
PROFESSIONAL COUNSELORS

PETITIONER

v.

AMBER SNIDER  
LPCA, License No. 283273

RESPONDENT

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**AGREED ORDER**

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The Kentucky Board of Licensed Professional Counselors (the "Board"), and Amber Snider, LPCC, License Number 283273, ("Respondent") hereby agree as follows:

1. On October 11, 2023, the Board received Complaint No. 2023-LPC-00049 from Amanda Heil (the "Complainant"). Complainant asserts Respondent discussed client details with Respondent's son during a distance counseling session through the BetterHelp online therapy platform. Additionally, Complainant asserts Respondent provided professional counseling services to her, a Michigan resident located in Michigan, while Respondent maintained a Kentucky license.
2. On November 2, 2023, Respondent submitted a response to the complaint and denied breaching client confidentiality with Respondent's teenage son.
3. On November 21, 2023, the KBLPC referred Complaint No. 2023-LPC-00049 for investigation.
4. On May 8, 2025, the investigator submitted a report to the Board for consideration. In the report, the investigator confirmed the following:
  - a. The Complainant resides in Michigan;
  - b. The Respondent is licensed in Kentucky and is not licensed in Michigan;

- c. Respondent worked as an independent contractor for BetterHelp and provided services from her home to patients referred to her by BetterHelp via telehealth using BetterHelp's platform.
- d. BetterHelp provides notice on its online platform of strict laws surrounding which certified mental health counselors can provide counseling in different states and suggests as follows:

*As a therapist, can I practice therapy in multiple states? Whether a therapist can practice therapy in multiple states or across state lines can depend on their license, the laws of the state they are licensed within, and the laws of any states they also want to practice in. Contact the department that licensed you to learn the specifics of telehealth laws in your state. practice teletherapy.*

- e. Complainant and Respondent had five (5) individual, audio-only, counseling sessions without video.
- f. At all times relevant to this complaint, Respondent attempted to contact the Complainant via text message using unencrypted technology.
- g. During the interview with the investigator, Respondent admitted Complainant advised Respondent she lived in Michigan during an October counseling session.

5. Respondent acknowledges the Board is authorized to take disciplinary action against her for the above-described violations if, after investigation and a KRS Chapter 13B administrative hearing, the Board finds the Respondent engaged in conduct that violated the provisions of KRS 335.540(1)(g), 201 KAR 36:040. Section 6(18) and 201 KAR 36:045. Section 1(1), (2), (7), and (9), and 201 KAR 36:045. Section 3.(1), (2) and (4).

6. Respondent acknowledges that if this matter were to proceed to an Administrative Hearing, there exists sufficient evidence to sustain a disciplinary action

against her. Therefore, Respondent agrees to settle this matter in an expeditious manner without resorting to an administrative hearing and the parties have mutually decided to resolve any potential disciplinary action by means of this Agreed Order as authorized by 201 KAR 36:050. Section 4.

### **AGREEMENT**

**The Board and Respondent mutually agree to enter into this Agreed Order, in resolution of Complaint No. 2023-LPC-00049, under the following terms and conditions:**

7. The agreed upon terms are as follows:
  - a. *The Respondent agrees to:*
    - i. *Obtain three (3) hours of CEUs on Kentucky Laws on Professional Counseling;*
    - ii. *Obtain three (3) hours of CEUs on best practices in distance counseling, which shall also include education on maintaining confidentiality; and*
    - iii. *Submit proof of completion to the Board within three (3) months of entry of this Agreed Order.*
  - b. *The Respondent agrees to the payment of a fine of four hundred dollars (\$400.00) within sixty (60) days of entry of this Agreed Order. The formula for the fine amount takes into consideration the average hourly fee of eighty dollars (\$80.00) in the professional counseling industry in Kentucky times the five (5) hours of counseling time the Respondent spent with the Complainant as a client.*

c. *Respondent agrees to abide by all terms of the Agreed Order, as well as the requirements of all applicable statutes and regulations for all licensees.*

8. Respondent shall execute and return a copy of this Agreed Order to the Board within thirty (30) days of receipt of the Agreed Order or it shall be null and void, and the Board may pursue administrative remedies which may include further disciplinary action.

9. Respondent acknowledges the seriousness of the allegations contained within Complaint No. 2023-LPC-00049.

10. Respondent acknowledges that by signing this Agreed Order she has waived her hearing rights, which specifically include any right to a KRS Chapter 13B hearing, including the right to be represented by counsel, to subpoena witnesses, and the right to appeal the Board's decision as entered in this Agreed Order and the full panoply of rights of hearing and appeal related to her license as authorized by statute and regulation.

11. Respondent acknowledges that this Agreed Order, upon execution of same, shall be presented to the Board, with a recommendation for approval from the Board's Counsel, at the next regularly scheduled meeting of the Board following receipt of the executed agreement. The Agreed Order shall not become effective until it has been approved by the Board and endorsed by the Chair of the Board.

12. Respondent acknowledges the Board is under no obligation to accept or reject this Agreed Order. If this Agreed Order is rejected by the Board, it shall be regarded as null and void, and of no effect.

13. Upon approval of this Agreed Order by the Board, the Board shall close Complaint No. 2023-LPC-00049 as informally settled. Any violation by Respondent of the terms of this agreement shall be grounds for further action by the Board.

14. Respondent acknowledges that at all times, during the pendency of this action, Respondent had the opportunity to consult with legal counsel.


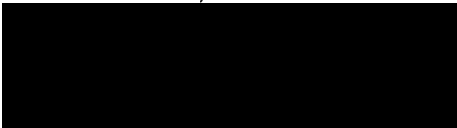
15. Respondent acknowledges, once adopted by the Board, this Agreed Order is considered a public document, available for inspection at any time by any member of the public under the Kentucky Open Records Act, and will be available via the Board's website.

16. All parties and their undersigned representatives warrant and represent that they have the requisite power and authority to enter into this Agreed Order and to effectuate the purposes herein, and that this Agreed Order shall be legally binding and enforceable against each party in accordance with terms of the Agreed Order.

17. This Agreed Order shall be governed in all respects by the laws of the Commonwealth of Kentucky. Any disputes arising under this Agreed Order shall be resolved in the Circuit Court of Franklin County, Kentucky; the parties' consent and agree to the *in personam* jurisdiction of such Court.

18. This Agreed Order may not be modified except by a written agreement executed by all parties.

**HAVE SEEN AND AGREED:**

  
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Amber Snider, LPCC  


8/7/2025

Respondent

Andrea Brooks, Ph.D, LPCC-S

Dr. Andrea Brooks, Chair  
Kentucky Board of Licensed  
Professional Counselors

8/22/25  
Date

Sara Boswell Janes

Hon. Sara Boswell Janes  
Public Protection Cabinet,  
Office of Legal Services  
500 Mero Street 202 NC  
Frankfort, Kentucky 40601  
Board Counsel

9/3/2025  
Date

#### CERTIFICATE OF SERVICE

I hereby certify that a copy of the Agreed Order was mailed this 3 day of September, 2025, by electronic mail, and on the 3 day of September, 2025, mailed by regular first-class mail and to:

Amber Snider, LPCC



Respondent

And via electronic mail to:

Sara Boswell Janes, Staff Attorney III  
[Sara.janes@ky.gov](mailto:Sara.janes@ky.gov)  
Board Counsel

[Signature]  
Board Administrator