

CLINIC POLICIES

Private Pay Services - Payments are due by the 1st visit of the month for each calendar month of treatment. Late payments and returned checks are charged \$25 for each occurrence. We offer special discount pricing on private-pay services if the full month's sessions are paid upfront.

For Services Billed Through Medical Insurance - All co-pays, deductibles and out-of-pocket costs must be paid prior to each visit. Medical insurance reimbursement is not guaranteed. Clients are fully responsible for all costs not paid for by their insurance. While we will assist you in verifying benefit coverage for services, it is recommended that you communicate directly with your insurance company regarding benefit coverage.

Comprehensive Evaluations-

Records review (records from physicians, schools, other practitioners, etc)

Parent interview including review of history / forms

Comprehensive assessment including standardized testing (as appropriate), child observation and therapeutic interaction

Formal written report

Individual Therapy - 45 minutes or 1 hour treatment sessions

Group Therapy - Children must first undergo a comprehensive evaluation in order to determine treatment goals. Children will then be placed in groups as appropriate. Groups will be made up of 2-4 children of similar ages and treatment goals. Group therapy is not billable through medical insurance.

Reports - For clients receiving regular, ongoing therapy, comprehensive progress report written every 6 months are included free of charge. Requests for reports prior to 6 months will incur a \$30 fee. Report fees are not billable through medical insurance.

Funding / Insurance - Children receiving therapy in this clinic may not meet the criteria to receive "educational necessity" services provided by the public school system or the criteria to meet "medical necessity" for services provided by the state, county or a medical clinic. We will assess your child in regards to the concerns expressed by you (the parents), school teachers or your pediatrician. We cannot, however, determine if your child meets criteria for educational or medically based services. This should be done in discussion with your school district and primary physician.

Attendance - Progress in therapy is fully dependent on regular attendance. Missed appointments not only interfere with your child's progress, but take valuable time away from another client that could be receiving services. Please

make every attempt to attend each scheduled therapy session. Cancellations made with 24 hour advance notice can be rescheduled for another time that calendar week, schedule permitting. Cancellations with less than 24-hour notice or no-shows, will not be refunded (cash pay) or rescheduled. A \$10 missed appointment fee will be charged for clients receiving services through medical insurance.

Illness - In respect to the therapists and other clients, we ask that you not bring your children to therapy if they are ill. Children are often unable to fully participate in therapy when they don't feel well. Children who are actively coughing or running a fever will not be treated. Please inform us in advance if your child has a runny nose. Therapy will be provided, given that nasal discharge is clear and that no other symptoms are present. Because children can feel great at one moment, and ill quickly after, you may not have 24-hours to notify us. We will make exceptions to the attendance policy in case of contagious illness. Exceptions are limited to 2 occurrences in a 3 month period. Refund of cash pay services will not be granted; treatment can be rescheduled within the calendar month, schedule permitting.

Holidays - You will be notified in advance if the clinic will be closed on the day of your child's regular therapy. Appointments for these days can be rescheduled for another time within the calendar month. You will not be charged for appointments cancelled due to holidays.

Cancellation by clinic - If your appointment must be cancelled or rescheduled by the clinic, due to therapist vacation, illness or conflicting obligation, you will be notified as soon as possible. Appointments can be rescheduled or credit will be given for the next calendar month.

Late Returns - While we realize there are times a parent or caregiver may need to leave the clinic during the therapy session, we cannot have staff available and be responsible for monitoring/supervising the child once the therapy session is over. Therapy sessions are 60 minutes in length. A childcare fee of \$5 for every 10 minutes will be charged for parents who are late picking up their children. Parents of children under 4-years-old must stay on the premises.

Telephone Consultation - We would like to work cooperatively with you and other professionals (physician, teacher, other therapists) to meet your child's needs. There will be no charge for telephone conversations that are 10 minutes or less. However, consultation fees (pro rated at \$100 per 60 minutes) are required for conversations that are longer than 10 minutes. This service is not reimbursable by medical insurance.

Continuing / Discontinuing Services - Parent initiated-It is our goal to meet the needs and expectations of each parent and client. If, at any time, you feel that services are not benefiting your child, please notify us. We would be happy to

discuss your concerns and modify your child's treatment plan, as appropriate. If we are unable to meet your needs, please provide us with a written request to discontinue treatment. No other sessions will be provided and a refund for remaining treatment will be provided. If you choose to return to therapy after discontinuing services, a new evaluation must be completed.

Continuing / Discontinuing Services - Clinic initiated - We are providing services with the sole purpose to improve your child's development and well-being. We will notify you immediately if we feel that we are no longer able to provide beneficial services. This may be due to limitations of the clinic, therapist skill, lack of progress or meeting of all goals. Services may also be discontinued by the clinic at any time due to non-payment, aggressive behavior and lack of cooperation with treatment plan.

Your responsibilities - We are fully reliant on the information that you provide to get a full understanding of your child's needs and behaviors. Providing false information or withholding necessary information will do nothing but interfere with your child's progress. Please share any pertinent information with us. Your child will be in therapy for only a few hours per week, at most. It is crucial to therapy success that recommendations and home programs are carried through at home. Reinforcement is required for all new learning and development of skills.

We look forward to working with you and your child!

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