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BILLING POLICIES AND PROCEDURES

Coastside Pediatric Therapy Center is committed to providing the highest quality services to help children and adolescents reach maximum potential in their academic and home environment.

Once an **EVALUATION** has been completed, an Evaluation Report is sent to the client within two weeks. A billing statement is enclosed with the report, and payment is due within two weeks of the billing date.

A **CONSULTATION** is billed at the time the service is provided. Full payment is due at that time. A payment receipt will be forwarded at the end of the month.

Monthly billing statements for **TREATMENT** are sent to clients by the 5th of the following month. Payment in full is due by the 30th of that month, regardless of pending insurance claims. If payment is not received by the 30th, a 2% fee will be assessed monthly until the account is paid in full. Continued lack of payment will result in the client's treatment program being discontinued until the account is current.

Group health **INSURANCE** may cover a portion of speech and language fees; however, we do not directly bill insurance companies. C.P.T.C. clients submit claims to their insurance carrier to reimburse them directly. Billing forms have been designed to expedite clients' claims for personal reimbursement. Frequently, C.P.T.C. provides additional information which insurance carriers request to process clients' claims. If an insurance company mistakenly pays C.P.T.C., the check will be endorsed and mailed to the client. Clients are responsible for remitting all payments and keeping all accounts current despite pending insurance reimbursement.

Regular **ATTENDANCE** is an important element of an effective treatment program. If a session must be canceled, clients must provide 24-hours notice by leaving a message on the machine. Messages can be left any time of day or night. With advance notice, an effort will be made to make-up time within two weeks. Sessions not canceled 24 hours prior to the appointment and "no show" appointments incur regular therapy charges.

FINAL REPORTS are required at the end of treatment. It is policy to complete this report within three weeks of the last day of treatment. A fee will be included on the last billing statement (see fee sheet for details).

If a parent requests **INDIRECT SERVICES** (parent conferences or time other than actual "hands on" with the child), we ask that you make the therapist aware of the need at the beginning of the session so that she might incorporate the conference within the treatment time. Frequently there is another child waiting to be seen after your child. It is important to all parents that his/her child is seen on time as we are aware that many parents are taking time off work and/or have had to arrange for child care for siblings.

Please call if you have any questions regarding the billing policies or fee schedule. We can review billing policies, procedures, and fees with you before services are provided. You are asked to sign and return this form, verifying that you understand and agree to the payment terms. Please let us know what we can do to make your experience at Coastside Pediatric Therapy Center a pleasant one.

Signature

Relationship to Child

Date