

## **PAYMENT AND CANCELLATION POLICY**

(Effective 12/01/14)

### **Payments:**

Payment in full for all therapy sessions will be billed via an electronic super bill at the end of each month. These bills will show the amount due and previously paid, as well as all necessary coding required by insurance companies. Payments can be made by check, cash or credit card at the office or with online invoicing.

Therapy sessions are inclusive of the time for writing treatment notes, parent feedback, billing/payment, cleanup and preparation. Accordingly, direct treatment time with your child for a one-hour session would be 50-55 minutes, 35-40 minutes for a 45 minute session, and 25 minutes for a half hour session.

If your child is being evaluated for services, full payment is required at the time of the assessment. The evaluation cost will depend on the amount of testing done and the time required for interpretation, scoring, consultation with additional professionals, etc.

We are not participating providers for any insurance company and therefore submission of invoices/claims is the responsibility of the client's family.

Two-week notice is required to alert your child's therapist to any unexpected termination of service. A fee equal to 2 weeks of service will be charged without this notice.

### **Cancellations:**

In order to ensure your child gets the most out of his/her therapy program and that our therapist's available time is maximized, we must adhere to the following strict cancellation policy:

- Given therapy/tutoring appointments are standing appointments, your child's standing appointments are expected to be paid for regardless of attendance or not. Individual student's school schedules for holidays and breaks will be observed and attendance/payment will not be expected. Continuity of services is for the client's benefit.

- 24-hour notice of a client's planned nonattendance is preferred whenever possible. Please leave a message (voicemail, text, or email) if someone is not personally available to take your call.
- Should you regularly cancel an appointment and/or not show up at your scheduled appointment three times during the course of your child's treatment, Park City Speech and Language Therapy reserves the right to terminate services. You will be billed for any outstanding balance.
- If you arrive late to an appointment or request an abbreviated session you are still responsible for the full session fee.
- Park City Speech and Language Therapy will observe most national holidays and additional designated holidays/breaks established by the local school districts.
- GROUP – This cancellation policy also applies to group therapy sessions, however, make-up appointments are not generally available. Frequent cancellations will result in a loss of your group treatment spot as one child's absence affects the entire group dynamic and progress.
- By May 1st of each year, you will need to declare what days and times you want during the summer. On May 1, Park City Speech and Language Therapy will accept new clients for the summer. When school starts again, students who have been with Park City Speech and Language Therapy the longest will have priority to reclaim their previous year's service times and days.

Any questions regarding this policy should be directed to Britta Joslyn, Clinic Owner/Therapist at (435) 901-0395.