



Business Policies and Procedures

This outline has been developed to provide answers to questions about appointments, messages, insurance, fees and confidentiality. We hope this information will be helpful in making an informed decision concerning our services. Please read it carefully. If you have questions or concerns, feel free to discuss them with us. We ask that you sign and date the enclosed agreement for services, which will become a permanent part of your file.

Appointments

Our office hours are 8:00AM to 5:00PM. All of our appointments are scheduled in advance with CPD's scheduling administrator. Evaluations may take between 45 minutes to 1 hour. Therapy sessions are 30 to 45 minutes.

When an appointment is made, that time is set aside solely for you. Our practice does not operate like a general practitioner's office. We value your time and make it our policy to start and finish on time. If an appointment needs to be re-scheduled or cancelled, please call as soon as possible, so the time may be made available to someone else. ***** Please be sure to read the cancellation policy in full. If 2 out of 5 scheduled visits are missed, we reserve the right to place your child on a call in schedule. We find that this scheduling method is often best for persons that cannot keep regularly scheduled appointments. *****

Messages

Our telephone system is answered by an automated attendant. If you need to schedule, change, or cancel an appointment, please press extension 111 to be directed to the administrator. All therapists have confidential voice mail, accessible directly within the phone system. A directory of extensions is available via the prompts. In case of inclement weather, please check our voice mail for any changes to our hours.

Medical Insurance

Services provided by our office are covered under most health insurance policies. As a courtesy to our patients we will file your insurance claims. We will help monitor authorizations and therapy visits and will assist you in any way possible **however; it is ultimately your responsibility to understand your healthcare policy and its limitations, as your benefits are a contract between you and your insurance company. Please refer to our fee schedule, available upon request, for information regarding our fees if needed by your insurance company.**

Your copay, if required by your insurance plan, is due at each visit. We accept cash, check, or credit cards. Claims can occasionally be applied to your yearly deductible. This deductible is your responsibility. It is also your responsibility to make sure that your account is paid in full. All account balances not paid within 30 days are subject to further collection efforts and reporting to a credit bureau.

Insurance companies that we are currently in network with include:

United Healthcare, Medcost, most Blue Cross Blue Shield plans, Medicaid, Tricare and Aetna

Authorizations do not guarantee payment by your insurer.

****If your child is receiving services under the CDSA – Early Intervention Program, please provide that information to us at your first visit. It is very important to receive the proper authorizations from CDSA for proper billing. *****

Confidentiality

We take confidentiality seriously. All written reports or progress notes are provided to the parents and the referring physician. We require a Release of Information form to be signed prior to releasing any information to or obtaining any information from any party or agency. These forms can be obtained from our front office. We are HIPPA compliant.

I have read and understand the policies of this practice:

Date: _____