

**Therapy Zone 4 Kidz**  
**Policies and Fees**

Thank you for allowing **THERAPY ZONE 4 KIDZ** to help your child. We strive to provide excellent care in helping your child succeed in play and in life. We aim to provide a high quality of service to the child and their family.

**Services Available and Fees**

**Assessments**

Each child that receives services with **THERAPY ZONE 4 KIDZ** is asked to have a recent assessment of their skill level. A report from another speech therapy agency, completed within 6 months of therapy start date, would be sufficient. If no current assessment has been completed, we will determine the need for an assessment based on the child's level of performance and the needs of the family

**Evaluations/Consultations with Report: \$700**

An evaluation includes direct treatment with a minimum of 2 hours of testing using standardized tests, as appropriate, and clinical observations. Also included is a record's review and consultation with the parents/caregiver and other team members (per requested) in order to gain more information about the child. A comprehensive written report will be provided which will include a one hour parent conference to discuss test results and plan for therapy. Half of the assessment cost is due on the first day of assessment with the remaining balance due once the report is complete.

**Individual Therapy: \$165 per session per 50 minute session, \$100 per 30 minute session**

Individual therapy consists of a 50 minute direct therapy hour. The remaining 10 minutes will be used for documentation of the therapy session and/or any extra clean-up or set-up time that is required for a child. There may be times when extra time is needed to consult with the therapist and/or share pertaining information with the therapist. On such occasions, time should be set aside within the 50 minutes treatment time to discuss any questions or information you may have. Please see "Additional Consultation" for other options.

**Additional Consultation: \$165 per hour**

If additional consultation time is needed, with family or another team member, it will be billed at the hourly rate. This consultation time can be scheduled as a phone conference or a separate meeting. This charge will be added to payment on your child's next session.

**Reports (Progress Reports or Reports needed for Insurance Reimbursement): \$165 /hr.**

Written reports requested will incur a charge based on the hourly rate. It is asked that at least two weeks be given to complete the requested document.

**School Consultation \$165 per hour**

School consultations, trainings and meetings can be scheduled in order to discuss your child's strength's and weakness' with the school staff and to promote academic achievements and

decreased behavioral issues. Every effort will be made to accommodate your request: however, availability of therapist is limited.

## **Policies**

### **Payment**

Payment is due at the time of service. We require a current credit card on file and reserve the right to charge the card for past services that are not paid. We do not work directly with insurance companies and do not bill your insurance for you. At the time of payment you will receive a receipt that includes treatment codes that can be used for reimbursement. Insurance coverage is not guaranteed and varies among insurance companies and plans.

In the event of a returned check, you will be notified and alternate payment will be due within 10 business days of being notified. You will be responsible for any bank charges incurred.

Any balance past due by more than 30 days shall be subject to interest charges of 10% and a possible discontinuation of service. Non payment of services that are 6 months delinquent may be reported to a collection agency.

### **No Shows/Cancellations**

In the case of an appointment missed without sufficient notice or no notice at all will be billed for the full cost of the session. Cancellations require at least 24 hours notice, less than 24 hours notice will incur a charge of the 1/2 therapy session. If your child is sick please see "cancellations due to illness".

### **Cancellations Due to Illness**

You may not know that your child is sick until the morning of your appointment. Please make every effort to notify the clinic, leaving a message if there is no answer, no later than 7:30 a.m. on the day of your appointment. A fever indicates your child is sick and also contagious. If your child has a fever the day before your appointment, it is necessary that the appointment be cancelled. If possible, please call the day before to notify the clinic and to cancel your appointment.

### **Missed Sessions**

There are times when you may need to cancel your therapy session due to illness, vacation, schedule conflict etc. Due to the high demands of running a clinic and in order to avoid rate increases, we must ensure that my scheduled treatment times are filled. Cancellations in excess may result in a discontinuation of therapy.

### **Late Pick-up**

We typically have sessions back to back, therefore, it is very important for you to be at the clinic at the end of the session to pick up your child. If you plan to leave the clinic for your own personal time, we require that you leave your cell phone number to contact you in case of an emergency. Therapy sessions run 50 minutes in length, in the event that you are late to pick up your child, you will be charged at the regular therapy rate for any time beyond the initial 50 minutes. This policy is in place for your child's protection. Given that sessions run back to back, we are unable to watch your child during another child's therapy time. If you are late you will be billed the hourly rate for each 15 minutes.

### **Discontinuation of Service/Refusal of Service**

If you choose to discontinue therapy, you will need to provide at least two weeks notice prior to your last therapy session. The last two weeks of therapy will be covered by your registration fee. Any cancellation within that time, for whatever reason, will be billed at the full therapy rate. Service may be refused or discontinued due to non-payment, aggressive behavior, lack of progress or lack of cooperation of the child or parent.

**Waiting Room Policy FOR MORGAN HILL OFFICE ONLY**

In order to maximize therapy space we do not have a typical waiting room. To maintain privacy for families, **PLEASE DO NOT ENTER THE BUILDING UNTIL THE START OF YOUR SCHEDULED THERAPY TIME.** For safety concerns and to maintain the flow of the therapy session, siblings are not allowed in the gym space during your child's therapy time. There are many places close by to visit (i.e., park, coffee shop, 7-11 etc.). Parents are invited to observe and participate (as needed) in their child's therapy session. This is, however, dependent on your child's behavior during the session and can be discussed further when sessions begin.