

POLICIES & PROCEDURES

We are very happy to have you at Sensory in Motion Therapy Services, LLC and look forward to serving your family! Please review and sign the following Policies and Procedures.

Therapy Sessions

- Each child will be scheduled for a 30-60 minute session (depending upon the service type and the child's needs). The last 5-10 minutes of each session will be used for parent education/provision of home programs. In the school setting, communication with the parent/guardian will be via a School Therapy Folder unless otherwise specified by parent/guardian.
- If an extended period of time (more than 10 minutes) is needed to discuss home programs, a consultation will be scheduled and a fee will be assessed for this extended consultation.

Payment Policy

- Payment is due in full at the time service is rendered. Sensory in Motion Therapy Services does not collect payment directly from your insurance company. We accept cash, checks, and major credit cards.
- If you cannot pay in full at the time service is rendered, a payment plan may be established at the discretion of Sensory in Motion Therapy Services, LLC.
- Nonpayment may result in the child's discharge from the program or placement on hold until payment has been received as schedule permits.
- In the event that you have consistent unpaid bills, your account may be turned over to a collections agency, and you will be responsible for any incurred charges associated with your account.
- See Financial Agreement for full details regarding payment for services, billable services, and insurance coverage.

Cancellation/No Show/Tardiness Policies

These policies are designed to improve our ability to see all of our clients and to provide complete, consistent treatment for your child. We hope that these policies will improve our overall service to our clients. Since continuity of care is important to maximize the outcomes of your child's therapy, we use the following guidelines for your appointments.

- Cancellations
 - If you need to cancel your child's appointment, Sensory in Motion Therapy Services, LLC asks that you cancel at least 24 hours prior to your scheduled appointment time if possible. You will be charged \$50.00 if we have not

- received the 24 hour notification, unless the cancellation is due to unforeseen circumstances. Please note that this cancellation fee is NOT reimbursable with insurance.
- Cancellations due to unforeseen circumstances (unable to cancel within the 24 hour time period) must be made 4 hours prior to your appointment time. You will be charged \$50.00, except in emergency situations, if we have not received the 4 hour notification. Please note that this cancellation fee is NOT reimbursable with insurance.
 - In the event that you must cancel your session due to unforeseen circumstances, Sensory in Motion Therapy Services will attempt to reschedule your appointment. If your appointment is rescheduled, the cancelled session will not be subject to a cancellation fee.
 - If your attendance to scheduled appointments is less than 75% during any given month, Sensory in Motion Therapy Services, LLC reserves the right to cancel your standing appointment time slot. Additionally, your child may be placed on hold for therapy. You and your child's primary care physician will be notified by phone, fax, or letter of such circumstances.
 - **Illness-** Please do not have your child attend treatment if he/she is feeling ill. If your child is not well enough to go to school, he/she is not well enough to attend therapy sessions. If the therapist determines your child is too sick to participate in treatment (coughing, feverish) your session will be cancelled and rescheduled.
 - **Bad Weather Cancellations-** Therapy will not typically be cancelled due to inclement weather. However, in the case of dangerous weather conditions when travel is not advisable, therapy will be cancelled. Please contact Sensory in Motion Therapy Services, LLC to confirm cancellation of treatment. We will contact you if we are unable to get to the scheduled treatment area due to hazardous weather.
- Tardiness
 - Therapists will not be able to wait at the scheduled treatment location for more than 15 minutes for a late appointment. Please notify your therapist as soon as you know you will be late.
 - Because of scheduling constraints, late arrivals may not be able to be seen. If this is the case, you will be subject to a cancellation fee of \$50 if the appointment is unable to be rescheduled. Please note that insurance companies do not reimburse for cancellation fees.
 - If seen, the session will end at the regularly scheduled time. You will be billed the **full** treatment session amount. This may result in a decreased amount of reimbursement from your insurance company as treatment sessions are reimbursed using timed treatment codes.

- It is your responsibility to be on time to pick up your child at the end of your child's scheduled treatment appointment. If you are late to pick up your child, the therapist will be unable to provide information regarding the session due to time constraints.
- Beginning 5 minutes after your child's appointment is scheduled to end, you will be issued a \$4/minute fee. Therapists often have back to back scheduled appointments and want to start each client on time.
- If you are consistently late to pick up your child from his/her session, you will be required to remain at the place of the scheduled session during your child's session.
- No Shows
 - You will be considered a "no show" for your scheduled appointment if you do not attend your appointment without notifying your therapist in advance that your child will not be attending, cancel an appointment at the time of the scheduled appointment, cancel an appointment after your scheduled time has already begun, or show up more than 15 minutes after your scheduled time.
 - If your child is considered a no show for his/her scheduled appointment, you will be charged a \$50 no show fee. Please note that insurance companies will not reimburse for no show fees.
 - After two (2) no shows for therapy sessions, Sensory in Motion Therapy Services, LLC reserves the right to remove your child from the schedule or place your child on hold for therapy services.

Other Policies

- Your child's progression towards his/her goals is our priority. Therefore, it is necessary that home programs are carried out as prescribed by your therapist. If you have any questions regarding these home programs, please do not hesitate to ask. It is our desire that these programs be as effective as possible for you and your family. You may contact me at any time with any questions at sandymartinotr@yahoo.com.