



**Service Agreement and Policies
effective 8/1/2014**

Appointments:

Therapy and handwriting tutoring sessions are typically 30, 45, or 60 minutes unless otherwise specified.

Session time includes parent or teacher consultation at end of session that will include progress, home program, or follow up instructions (5-10 minutes). If you need additional time for questions, please let the therapist know at beginning of appointment so that more time is allotted to answer your questions at the end of the session.

Appointment reminders are sent out via email two days prior the the appointment to the email on file. Please notify us if you are not receiving email reminders or need to change your email address.

Evaluations:

Initial evaluations are scheduled by emailing or phoning the office. **Intake forms and any needed insurance verification are needed prior to scheduling an appointment.** Intake forms can be found on our website under the “forms” tab (<http://www.learningcharms.com/forms.html>). Forms may be returned via email, fax or mail.

Payment:

Payment for services is due at time of service. For those that have not paid at date of service, an invoice will be emailed to parent which is due upon receipt. Receipts are sent out via email.

Private Pay Fees:

Occupational Therapy & Handwriting Tutoring

Comprehensive OT evaluation 45-60 min (2-3 standardized tests):	\$350.00
Parent Interpretive (60 minutes):	\$100.00
Occupational Therapy: 30 minutes	\$56.00
Occupational Therapy: 45 minutes	\$84.00
Occupational Therapy: 60 minutes	\$112.00
*Handwriting Tutoring by video conference, 30 minutes	\$45.00
Handwriting Tutoring: cost is same as occupational therapy	
Interactive Metronome: same cost as occupational therapy except	\$70.00 set up fee
Teacher or Parent Consultation:	\$25.00 per 15 minutes
Documentation Services	\$25.00 per 15 minutes
(parent requested progress notes, email correspondence)	

Insurance

***Handwriting tutoring is a not covered under insurance plans.**

We are in network with Aetna only. We are out of network with other insurance carriers. Our participation in certain health plans do not guarantee occupational therapy . It is the client’s responsibility to supply a copy of your Aetna card in order for us to check OT eligibility and negotiated rates at least two weeks prior to your

Insurance (continued)

appointment. Some plans require pre-certification prior to appointments and will deny any services if not pre-certified.

If you have BCBS Cigna, or other insurance coverage and your plan allows for out of network coverage, you are responsible for the private pay fees/rate. Any reimbursement received will be between you and your insurance carrier.

For clients with Blue Cross and Blue Shield: we are an approved *out of network provider*. This simply means that we can bill your claims electronically for you. We are unable to verify your benefits. If you would like us to file your claims with BCBS, we will do so every quarter. Because of the time needed for filing, **the charge for this is a calendar year rate of \$30.00**. Please note that we can file electronically for you, but cannot guarantee that BCBS will reimburse for services. Please check with BCBS to understand what your benefits may be for occupational therapy.

For clients with insurance other than Blue Cross Blue Shield: we are an out of network provider. If you would like us to supply you with the insurance paperwork (1500 forms) so that you can mail in, we can supply for you for **\$30.00 per calendar year**. Please note that duplicate copies may be subject to additional administrative fees. Paper copies will be given to you on a quarterly basis.

Some fees are not covered by insurance, such as consultation, materials, and set up fees. We accept flexible spending debit cards and can supply the forms necessary for reimbursement for the FSA's. Please speak with Kathy Harris, office manager, if you have further questions.

Cancellations/ Illness:

Appointment reminders are sent out via email two days prior the the appointment to the email on file. Please notify us if you are not receiving email reminders or need to change your email address.

We understand that life happens and appointments get missed. Our therapists do not get paid unless they serve a child, so please give at least a 12 hour notice if your child cannot come to therapy. More notice is appreciated so that our therapists can schedule another child. If your child is ill, or was not able to go to school due to an illness, they can not attend services at Learning Charms. If your child is ill or contagious, he/she may not receive services. If your child is ill, please call us as soon as possible so that we can cancel the service and notify the instructor. **No shows will be charged the full service amount.** Clients with more than two no shows may be placed on a waiting list. Simply call or email us ASAP and you may cancel and reschedule.

Thank you for being a valued client!

Stephanie Wick, Owner / Lead OT
Learning Charms (www.LearningCharms.com)