

## POLICY INFORMATION

### PHYSICIANS PRESCRIPTION

*Physician's prescriptions are necessary in order to receive occupational therapy (OT), physical therapy (PT), and speech/language therapy (ST) services. This policy was written for your child's safety, as well as legal and ethical issues.*

In order to provide the aforementioned services, it is necessary to obtain a physician's prescription prior to the first scheduled appointment. We will assist you in this process as needed. Without a prescription, these professional services may not be provided. Prescriptions are valid for one year from the date that they are written. Children who are in need of continuing services beyond one year will require an updated prescription. We will automatically request a new prescription with the physician who wrote the initial prescription or signed the IFSP. Please inform us if your child's physician changes.

*In the case of hospitalizations, special procedures, and/or surgery, a new prescription or therapy release will also be required and should be obtained from the physician by the parent or legal guardian. The prescription should include the type of therapy recommended, child's diagnosis, physician's signature, and date.*

### EVALUATIONS AND PROGRESS NOTES

*Quality evaluations are a prerequisite for the development of a cohesive treatment plan and appropriate therapeutic recommendations. This policy was developed to optimize efficiency and communication amongst the team, including you.*

Services offered through self pay or insurance require initial and annual evaluations, but evaluations may be done more or less frequently as necessary. Your child's needs change day to day, and our service providers may have new perspectives to offer regarding the evaluation and plan of treatment. Therefore, evaluations from other professionals will be considered, but may not replace the need for Wee Care Therapy evaluations. You will receive a copy of the written evaluations when they are completed. First Steps services require evaluations from the First Steps Eligibility Determination Teams, according to First Steps policies and procedures.

Progress notes are typically done every 4 months, but may be done more or less frequently as necessary or needed by insurance or other third party payors (e.g. First Steps). Progress notes are done for all children enrolled in our services. As a courtesy to you, you will receive a copy of progress notes as they are completed.

*Informal ongoing assessments are performed throughout the therapeutic process for all children.*

### TREATMENT

*Treatment sessions should optimize time spent with direct intervention in addition to consultation for you and your child. This policy was written in order to assure that your child receives the maximum benefits from every treatment session.*

Treatment sessions typically include:

- Direct treatment (e.g. using "hands on" techniques, therapeutic activities, and/or use of equipment between the service provider and the child)
- Indirect treatment (e.g. consultation, home program development, or writing daily notes)  
*Consultation is important as it empowers you to optimize carry over of treatment, serves as a method to ensure collaboration, and develops trust between you and your child's service providers.*

Signed parent or authorized representative consent is required for all of our services. You are encouraged to be onsite, and involved in the sessions at Wee Care Therapy. Caregivers must be present for services that are provided for all First Steps visits, wee group sessions, and visits in the home or other offsite location. If not, services may not be provided. Otherwise, you may leave the site, but please ensure that we have an emergency phone number and location, and that you return prior to the end of your child's scheduled session.

*Siblings may be in the same room as their brother or sister, wait in the waiting room, or play in our outdoor play yard, but in any case must be supervised by you. For their safety, and to ensure that all rooms are available for treatment, siblings are not to use open therapy rooms.*

## BILLING

*We will bill services according to industry standards, as described below. This policy was written to inform you of our billing methods.*

It is important to adhere to your allotted session time, as we are aware that you or others may have taken time off work or have made special arrangements to keep your appointment. Excessive waiting may also be frustrating for the children. Please keep in mind that there is usually another child waiting to be seen after your child. Sessions that are started late due to tardiness may be extended based on schedule availability.

*ST treatment and DT, OT, PT, and ST evaluations will typically be billed as 1 unit/flat charge per session regardless of time. First Steps sessions are billed to the least 15 minute increments, according to First Steps policies and procedures. In the case of self pay, insurance, or other third party payers, Behavioral Services evaluations and treatment, and DT, OT, and PT treatment will typically be charged as units, according to industry standards as follows:*

1 unit	equal to or greater than	8	minutes but less than	23	minutes
2 units	equal to or greater than	23	minutes but less than	38	minutes
3 units	equal to or greater than	38	minutes but less than	53	minutes
4 units	equal to or greater than	53	minutes but less than	68	minutes
5 units	equal to or greater than	68	minutes but less than	83	minutes
6 units	equal to or greater than	83	minutes but less than	98	minutes
7 units	equal to or greater than	98	minutes but less than	113	minutes
8 units	equal to or greater than	113	minutes but less than	128	minutes

*Some exceptions may apply, depending on the insurance company or other third party payor (e.g. First Steps) reimbursement requirements, and the service provided (e.g. speech therapy treatment and feeding done in 1 session, may be billed as 2 separate units)*

## PAYMENT

*As a courtesy to you, we will bill your insurance or other third party payor when appropriate. Payment for services is based on the following guidelines. This policy was devised in order to clarify our payment policy.*

Payment from First Steps payors will be accepted as payment in full. However, you may have some financial obligation to First Steps which you should discuss with your service coordinator. Self pay clients are required to pay at the time of service, or in the case of offsite visits, upon receipt of the statement. Copays are due at the time of service. Deductibles, coinsurance, and noncovered service payments are also due at the time of service. Exceptions may be made if we have an 'in network' contract with your insurance. In that case, you may be billed, following our receipt of the explanation of benefits (EOB). Remainder payments are due when the statement is received. In the event that insurance fails to pay for services, you will be responsible for uncovered charges. Therefore, you are encouraged to work with their insurance company when claims are denied. We will assist you as needed, and may discuss the option of a payment plan if necessary.

*Exceptions may be made with individualized financial agreements and/or payment plans when approved.*

## CANCELLATIONS AND ON HOLDS

*Consistency is important to the therapeutic process. This cancellation policy was written in order to optimize therapeutic productivity, and available treatment times, thus, minimizing waiting lists for families who need a consistent time slot, or want to be scheduled on a cancellation basis whenever possible.*

Sessions may be rescheduled when it is feasible for you and your child's service provider. This will allow the opportunity for other children to be served if needed. Services may be cancelled due to inclement weather or other emergency situations at the discretion of you and your child's service provider.

In some instances, services may be placed on hold for financial, medical, or personal reasons. Services on hold for more than 30 days from the last day of services may result in discharge of the child. Services may be reinstated pending the service provider's availability, current (within 1 year) evaluation, current (within 1 year) prescription if needed, and account balance in good standing. If the service provider is not available, the child shall be placed on our waiting list.

*Notice for cancellations should be given at least 24 hours in advance, whenever possible.  
A cancellation rate of greater than 20% over the course of 3 months, or 2 'no shows'  
(not showing up for sessions without notice), may result in discontinuation of services.*

## **PROTECTION FROM DISEASE AND OTHER CRITTERS**

*Sick children should not be overexerted, and the spread of disease and 'critters' should be avoided. This policy was written in order to avoid cross contamination of germs and other 'critters.' Although we do our best to keep a clean environment, it is not sterile. Our staff is trained to practice universal precautions.*

### **Fever:**

Children with an oral temperature of 100° or higher, or an axillary temperature of 99° or higher should not receive services until they are fever free without medication for 24 hours.

### **Rash:**

Rashes may be the first sign of many illnesses. Children with a rash should not receive services unless they have been cleared with a note from their physician stating that the rash is not contagious. Chicken pox must be completely scabbed before returning to services. Localized lesions such as poison ivy, poison oak, impetigo, or ringworm must be covered by a gauze pad after being treated as medically recommended.

### **Vomiting:**

Children need to be free of vomiting for 24 hours before reinstating services. Children with Gastroesophageal Reflux, and appear to be vomiting due to their condition, not due to illness, may receive services.

### **Earaches:**

Children with earaches, especially accompanied by a fever, shall not receive services until they are earache free, and examined by their physician. Prolonged ear infections can affect hearing.

### **Pink Eye:**

Redness, crusting, or drainage of an eye or eyes is symptoms of pink eye. It is highly contagious and needs to be treated as recommended by a physician before services can be provided.

### **Head Lice:**

Infected children, or infected family members, need to have been treated for head lice and be nit free for 10 days after the last treatment before returning to services. The home or other location must also have been treated. Everyone needs to be nit free for 10 days after the last treatment before services can resume.

### **Other Illnesses:**

Children who are ill should be allowed to rest and recuperate before returning to services. Services may resume at the discretion of their physician.

### **Pest Control:**

In the case roaches, rodents, or other 'critters' are spotted in an offsite location, services shall be placed on hold until 'critter free' and proof of fumigation is shown.

*These policies apply to the children, who receive services from us,  
as well as family members or others who attend the sessions*

## **RESOURCE MATERIALS**

*We are pleased to offer you the opportunity to borrow resource materials that are pertinent to continuing education relevant to the development of your child. This policy was written in order to help us to serve your needs and the needs of other families.*

All available resource materials may be borrowed for 2 weeks. Materials may be renewed for an additional week if there are no pending requests for them. Materials may be borrowed only by the caregivers of children currently receiving services through Wee Care Therapy, unless there is approval from the practice manager. Materials must be checked in and out at the front desk.

Damaged materials or materials not returned within 30 days of their due date will be charged to your account, according to the current list price. Requests and ordering information for specific resource materials that are not currently in stock may be submitted to the practice manager.

*Borrowers are responsible for returning materials in a timely manner and in good condition.*

## **WAITING LIST**

*Wee Care Therapy makes every possible effort to provide your child with high quality care. One of the ways we maintain this quality is to ensure that no service provider is overwhelmed with too many clients. When Wee Care Therapy is selected to provide services for your child, it is possible that there may be a waiting period until services can be rendered. This policy was written in order to clarify factors that affect our waiting list.*

Wee Care Therapy will inform you as to whether there is a waiting list for the services requested. Factors that affect the length of the waiting period include:

- The services needed
- Your availability and schedule preference
- The availability of the service provider
- The location of the services (clinic vs. home visit)
- The fact that your child or sibling may already be receiving, or has received services with us
- The length of time that your child or sibling has been receiving services with us
- The length of time that your child was on the waiting list

## **LOST OR STOLEN ARTICLES**

*Wee Care Therapy makes an effort to keep our building safe and secure. This policy was written to remind you that there is always a chance that articles may end up being lost or stolen.*

Wee Care Therapy is not responsible for any lost or stolen articles.

## **SUGGESTIONS OR CONCERNS**

*Your ability to receive quality therapy services relies on strong communication between you, your service providers, and our office. This policy was written in order to direct you to the appropriate personnel regarding any suggestions or concerns that you may have.*

We are confident that you will be pleased with our office and services. However, if you have any suggestions or concerns, we would appreciate your input. Concerns regarding your account or insurance explanation of benefits should be directed to the accounting coordinator in our office. Concerns regarding therapy should be directed to the provider(s) involved. If you are unable to get your concerns addressed by the appropriate parties, please call our practice manager at the number listed below.

*If you have any questions about these policies or suggestions to help make us a better place to serve your child, please contact us at (219) 322-1415.*