



Cynthia Marrapodi, M.S., CCC-SLP
Director

CREATIVE SPEECH SOLUTIONS, LLC

Pediatric Therapy Center

151 Summit Avenue

Summit, NJ 07901

Ph: 908-598-0228

Fax: 908-598-0175

Email: cynthia@creativespeechsolutions.com

www.creativespeechsolutions.com

WELCOME

(Revised 2/27/2012)

Thank you for selecting our facility to help you with your pediatric therapy needs. The purpose of this letter is to familiarize you with our policies and methods of practice.

Therapeutic Services: Creative Speech Solutions, LLC prides itself on utilizing the latest and most sophisticated therapeutic techniques. Our therapists regularly attend continuing education courses and work together as a comprehensive team. We are therefore able to offer the most advanced evaluative and therapeutic services. In addition, we are available to provide educational consultations and coordination and to establish therapeutic plans.

Appointments and Cancellations: Regularly-scheduled therapy appointments represent an agreement between you and your child's therapist. A particular time slot will be reserved for your child. Please give serious consideration when establishing the frequency of therapy for your child, as it is important for you to regularly attend therapy sessions. Please make sure you choose a frequency that is reasonable and realistic for your child and your family.

Your child is expected to regularly attend scheduled sessions. Reasons for absence should be limited to serious illnesses, hospitalizations, emergencies, critical family situations, special school functions, vacations, and holidays. We require cancellations to be made at least 24 hours prior to your scheduled appointment. All cancellations made with less than 24 hours notice, for any reason other than the illness of the treated patient, will be charged a cancellation fee (\$50 for 30 minutes, \$60 for 45 minutes and \$75 for one hour sessions). Please be advised this fee cannot be billed to your insurance company or the Board of Education. With the exception of Saturday therapy appointments, occasional last-minute illnesses and emergencies are exempt from the cancellation fee. If your child wakes up sick or is sent home from school, please call as early as possible so the therapist has time to schedule another appointment in your child's slot. Feel free to leave a message if no one answers the phone. When it is necessary to cancel a session, we encourage you to reschedule it, whenever possible, to ensure consistency of treatment and maximize therapeutic gains. You can also use your child's therapy slot for consultation with your therapist. **If there are excessive cancellations, we reserve the right to put therapy**

on hold. If your child is absent from therapy 25% of the time or more over a 2-month period, therapy will be discontinued (unless special arrangements have been made) and a child on the waiting list will be given that therapy spot.

Within treatment sessions, you can expect your therapist to spend time (approximately 5 minutes) conferring with you regarding the session, home programming and/or other concerns. If you require more than this time, please discuss this with your therapist in advance and if necessary a separate appointment or phone conference can be made. We would prefer you not leave the building during your child's session. However, if you need to leave on occasion, please leave a cell phone number for immediate contact in case of an emergency. Remember to return at least 10 minutes prior to the end of the session to allow for this discussion time so we are able to ensure your right to confidentiality, as well as maintain our schedule.

You can expect advance notice from your therapist for cancellations due to professional endeavors, family situations, and vacations. Barring unforeseen circumstances, you will be notified by 9:30 a.m. if your therapist must cancel your appointment for that day due to illness or emergency. For inclement weather updates, check our website or call the office. If nothing is noted, then sessions are being held as scheduled. Whenever possible, your therapist will reschedule a missed appointment or recommend another therapist at Creative Speech Solutions, LLC who could temporarily assume treatment responsibility for your child.

Billing Policy: Families and insurance carriers we participate with are billed directly on a monthly basis for services provided at the rates outlined on the enclosed fee schedule. We are a contracted provider through Aetna Healthcare and Cigna Insurance companies for medically necessary/contractually covered speech therapy services. Coverage for therapy services is determined by your insurance carrier. **Occupational therapy, nutritional consultations, and music therapy are all out-of-network services.**

For In-Network Families: We will bill your carrier directly. Although we are a provider for these two companies, this does not guarantee coverage of services or payment for these services by your insurance company. Different plans cover different services. **It is therefore essential that you educate yourself regarding the services provided by your individual plan as well as the rules and regulations of your plan. This is extremely important, as some individual plans require referrals or pre-certification before appointments.** Please note that it sometimes takes over a month for insurance to process claims. Once we receive a statement from your carrier, we will bill you for the outstanding balance. In the event that your insurance company denies payment or authorization, you are 100% responsible for the bill in full. In addition, claims not paid after 90-days by in-network providers automatically become the responsibility of the guarantor/subscriber.

For Out-of-Network Families: Families, themselves, are to submit to their insurance companies for reimbursement. Our staff will gladly assist you (i.e. explanatory letters,

phone calls, etc.) with obtaining reimbursement from out-of-network insurance companies. When submitting for reimbursement, bills can generally be attached to your insurance claim forms. In the event that additional information is required, please contact our office.

Cash; personal checks made payable directly to Creative Speech Solutions, LLC; and Visa and Mastercard are options for payment. A \$30 fee will be charged for any returned checks. Your insurance company should reimburse you directly for the expenses you incur related to services provided. Checks from your insurance company are not accepted as a means of payment. We do ask that all patients keep a valid credit card on file with our office even if you will not be paying in this manner on a regular basis.

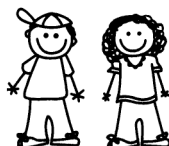
Unpaid Bills: You will be billed on a monthly basis. Payment is expected in full within two weeks of receipt of your invoice, unless special arrangements have been made in advance with our billing department. Please **do not wait** until you have received payment from your carrier before forwarding your remittance to us. **Outstanding balances that are not paid within 45 days will be charged to the credit card on file.** Bills that remain unpaid for 90 days will be subject to legal action and interest at 12% APR.

Appeals: If you are in the process of appealing your insurance company's decision regarding coverage, it is expected that you take on the responsibility of paying for services until the appeal process is complete. In the event that you win an appeal, we will happily reimburse you upon receipt of payment from your insurance company for any overpaid amounts.

Consent Forms: A parent or guardian must sign the following forms prior to the evaluation: Payment Guarantee, Consent for Treatment, Authorization to Release Information, Patient Liability Statement, and Acknowledgement of Receipt of Notice of Privacy Practices. If you prefer that certain information not be released (or that it only be released to certain individuals), kindly indicate that on the Authorization to Release Information form. No one will be treated for therapy without a signed consent form.

Parking: We do offer on-site parking; however, please note that the parking lot is often full during peak hours (i.e., 3:30-6:00). In the event that there are no spots available, there is metered parking available on Summit Ave., and free parking on Euclid Ave (perpendicular to Summit Ave., directly across from the building). If you come during peak hours, please allow ample time to park prior to your scheduled appointment time.

Staying On Schedule: Therapists try very hard to stay on schedule; however, there may be times when you have to wait 5-10 minutes due to unforeseen circumstances. If a therapist is running behind schedule, your child will always be seen for his/her allotted amount of time. However, we can not afford to extend the same courtesy if you are late to your appointment.



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FEE SCHEDULE

All assessments include a review of the records, comprehensive evaluation, goal-setting, and consultation with the parent(s) to discuss findings and recommendations.

Tier One Evaluations: Tier One assessments will be followed by a typed report summarizing functioning levels, underlying problems, relative strengths and recommendations. If a more comprehensive report is requested or deemed necessary then additional fees may be incurred. Please allow 2-3 weeks for reports to be completed.

Tier Two Evaluations: Tier Two assessments do not include a written report. If anything written is required in the future, fees will be charged accordingly. *Please note that written reports are often required by insurance companies in order for them to determine/authorize coverage for therapy.*

Determination regarding type of evaluation to be performed (Tier One or Two) MUST be made well in advance of the evaluation date, as Tier Two evaluations are performed by the therapist who will be providing treatment services, and must be scheduled accordingly.

<u>Speech-Language Pathology</u>	<u>Tier One</u>	<u>Tier Two</u>
Oral Motor Speech/Feeding and Communication Evaluation <i>For young children: non-standardized informal assessment</i>	\$450	\$270
Oral Motor Speech and Feeding Evaluation <i>Preschool and Older</i>	\$425	\$255
Oral Motor Speech/Feeding and Language Evaluation <i>Preschool/Kindergarten</i>	\$525	\$270
Oral Motor Feeding and Swallowing Evaluation	\$450	\$225
Myofunctional/Tongue Thrust Swallow Evaluation	\$375	\$360
Oral Motor Speech/Feeding and Language Evaluation <i>6 years old and older</i>	\$600	\$300
+Auditory Processing Testing	+\$50	+\$30
+Pragmatic/Social Language Testing	+\$50	+\$30
+Literacy Testing	+\$150	+\$90
Literacy Evaluation <i>5 ½ years and older</i>	\$350	\$200
Comprehensive School-Based Evaluations <i>Evaluations to justify the need for/changes in school-based services (not billable to insurance)</i>	\$600-1500	N/A
 <u>Occupational Therapy</u>		
Motor and Sensory Evaluation <i>Includes overall clinician observation, standardized testing (e.g., assessment of visual-motor skills, visual-perceptual, and/or motor proficiency) and sensory processing assessment.</i>	\$550	\$330
Handwriting Evaluation <i>Includes Handwriting Without Tears® Handwriting Protocol Checklist. If handwriting deficits appear to be the result of underlying deficits (e.g., fine-motor, visual-perceptual, muscle weakness), a comprehensive Motor and Sensory Evaluation must be completed before therapy can be initiated.</i>	\$250	N/A

Additional Services

Nutritional Consultations

Initial Consult	\$250
Follow-up sessions:	\$100

Program Plans \$150

Progress Reports \$50

Include basic background history, report on progress and updated goals and recommendations (does not include results or analysis of standardized testing)

Letters to School Districts \$50

Includes basic background information and general IEP recommendations (does not include results or analysis of standardized testing)

Appeals to Insurance Carriers TBD on a case-by-case basis

Special Reports TBD on a case-by-case basis

Reassessment \$250-\$400

This rate applies only to formally scheduled reevaluations with written reports. At times, diagnostic testing is performed during therapy sessions for planning purposes. This is considered part of the treatment process and cost for these services is included in therapy fees. If you would like results obtained in the manner to be written up as part of a progress report or re-evaluation report, there will be an additional charge incurred.

Speech, Feeding and Occupational Therapy Sessions

30 minutes - \$83; 45 minutes - \$113; 60 minutes - \$143

No Show/Cancellation Fees

\$50 per 30-minute session; \$60 per 45-minute session; \$75 per 60-minute session
\$100 forfeit of deposit for late cancellation/no show for evaluations

Indirect Services

Fees will be charged for school meeting and visits, conferences (including extensive phone conversations), and formally-scheduled parent meetings (aside from the initial conference). The cost for these services is \$100/hour and may not be billable to insurance.