



POLICIES AND CLIENT AGREEMENT

Individual Services

Speech, Language, and Social Learning	\$110.00 per session
Occupational (fine/gross motor, vision, sensory)	\$120.00 per session

Group Services

Dyad (2 students)	\$90.00 per student
Small Group (3+ students)	\$80.00 per student

Summer Tuition (8 weeks with 90 minute sessions)

Dyad (2 students)	\$1080.00 per student
Small Group (3+ students)	\$960.00 per student

Additional Services:

Our consultation service and other indirect services with parents, professionals and team members is \$110.00 per hour at our Center. Report writing, progress notes/goal summary and diagnostic therapy is \$120 per hour. Off site support such as school observations, IEP attendance and team meetings is \$120 per hour not including the cost of travel time.

Very Important: Please read and initial each section and then return to the office manager on the first day of services.

Therapy Policies

Group Placements

Clients are placed in groups with peers who are matched for cognitive, behavioral, and social needs. We spend a substantial amount of time trying to identify the best group placement through our enrollment process; however, sometimes it is not until we see the client in the group over several sessions that we can feel confident about the placement. We typically allow a 3-week trial period to ensure proper placement and to make changes if necessary. Additionally, we assess each group member's placement throughout the year to make sure clients are in a group that is meeting their needs and not moving too fast or too slowly for their social development. Therefore you or your child's group may change to a more appropriate placement based on the needs of the client and their therapist's professional judgment.

Absences, Cancellations, and Discontinuations

Group work and progress depend on all members' consistent attendance. However, we realize that unforeseen conflicts occur. We allow for 2 excused absences at no charge per school year session for those who enroll in September. Reasons for a missed session may include illness, vacation, special events, etc. We allow 1 excused absence for those joining the school year program in January or later in the year. Additional missed sessions will be billed at the regular rate. On the rare occasion that everyone is absent from the group except for one client we will conduct an individual client session and focus on his or her specific needs. This session would be billed at the group rate. _____

If you need to cancel a scheduled appointment (individual or group), please notify the CW administrative office at least 24 hours in advance of the appointment by calling (510) 639-2929. Individual sessions that are cancelled less than **24 hours in advance** will be charged as though the session was held. Group clients will not be charged if they have not exceeded their excused absence(s) allotment (see above paragraph for details). Excessive absences and cancellations for either individual or group therapy may result in the termination of services as missing sessions impede progress and generalization of learned skills and concepts. _____

If you wish to discontinue your **group** service arrangement, we ask that you provide 1 month's written notice from the date of desired termination. This allows us time to wrap up with you or the client and provide a proper transition period for all participants in the group. Groups are dependent on all participants, and due to the time spent organizing the groups we appreciate a **minimum** of 1 month's notice. _____

If you wish to discontinue your **individual** service arrangement, we ask that you provide a 2-week written notice from the date of desired termination. This allows us time to wrap up with you or the client. _____

Duration of Services

Group therapy sessions are typically 60 minutes in length. We spend 45–50 minutes with clients and the last portion (usually 10–15 minutes) with parents for consultation and training. Parent/caregiver wrap-up is essential and expected for teaching the family about concepts, vocabulary, newly learned skills, and how to help generalize these skills. _____

Individual therapy sessions are 50 minutes in length, which includes parent training and consultation time. Parent/caregiver involvement is essential for teaching new concepts, vocabulary, newly learned skills, and how to help generalize these skills. _____

Parent/Caregiver Involvement

Each client's growth and progress depends on continued exposure and carryover in outside environments by the adults and professionals supporting them. It is crucial for these team members to learn the concepts, vocabulary, and strategies along with the child/client. We make an effort to provide these opportunities on a weekly basis; however, we are also available for additional consultation and help with generalizing learned skills. _____

Late Attendance

A therapy session will not be extended for a client that is late. If you arrive late, you will be billed for the full session, as we have other students and groups scheduled throughout the morning, afternoon and evening. _____

Additional Consultation Time

Family involvement is an integral part of our services and we strive to provide ongoing communication and consultation with all family members and professionals involved with our clients. Each therapy session consists of direct treatment time and a brief time at the beginning or end of session for parent/caregiver consultation/wrap up. We support and encourage parents/caregivers to set up additional consult time outside of the allotted weekly wrap-up time as needed. Please contact your therapist for scheduling and fees involved. _____

We ask that you show consideration for the client(s) scheduled after you by keeping to the allotted wrap up time for your session. In some cases, there may be a need for additional consultation time that can be scheduled by phone or email. Charges will apply to these consultation requests. _____

Group Goal Summary and Progress Reports

Group sessions include a report writing policy. After the 5th session, therapists write a brief description of the group, as well as 2-3 individualized goals specific to each client. This will be provided to you on the 6th session. In June, therapists write a brief summary with progress toward individual goals, as well as further recommendations. These reports are a *mandatory* part of the overall program. We will bill an additional 15 minutes (\$30) in the month it occurred for the goals summary and an additional 30 minutes (\$60) in June for the progress report summaries at our report-writing fee of \$120 per hour. This does not apply to the summer program as we do not write goals or progress reports. _____

Individual Service Goals

If an evaluation with goals *was not completed* upon starting services with CW, our goal policy is put into place. It is our policy that on the 5th week of services the session is reduced to 30 minutes although it is billed at the full therapy hour. The remaining 20 minutes of this session will be used for the therapist to compose individualized goals. These goals will be presented and reviewed with you on the 6th week of services. _____

Waiting Room

Parents of young clients (under 13 years of age) should stay at or very near the center during the session. If you feel your child is agitated or becomes easily agitated, please remain in the waiting room area. We expect siblings to maintain an inside level voice while in the waiting area and to be supervised at all times. If they need to move around please feel free to take a walk or visit Play Café or Skyline Pizza upstairs, however, make sure we have your cell phone number in case we need to call you. Help to keep the waiting area clean and clutter free by returning all items used to where they belong (i.e. books, magazines, toys, etc.). Water is available, and we ask that you do not bring outside food or drinks to the office to avoid spills, stains, and garbage. If you need to take or make a lengthy call on your cell phone we ask that you step outside in consideration of others in the waiting room area. _____

Community Outings

Community outings are extremely valuable and give the therapists good insight to how well group members are generalizing learned concepts and skills outside of therapy sessions. Depending on the group, we try to set up community outings as much as scheduling will allow, with group members actively involved in the planning. We do not provide transportation to our destinations, but do give families detailed information and have the group members actively plan the outing which includes the day, time and directions for where the group will be meeting. Please note that by enrolling in our services you are giving permission to partake in community outings unless you make an alternate arrangement with your therapist. Outings will be billed to your account like any other session and will be reflected on your monthly invoice. _____

Outside professional observations

CW occasionally allows professionals to observe group sessions. These observers may include, but are not limited to, speech-language pathologists, occupational therapists, volunteers, graduate students, and other professionals for training and support purposes. Confidentiality is a top priority. Please inform us in writing if you have concerns. _____

Payment Policies

Invoices are sent by email at the beginning of each month for the previous month's therapy. Payments are due immediately upon receipt. Cash, checks, and credit cards are accepted.

Our group sessions include a report writing policy. In January, the therapists will write a brief description of the focus of your student's therapy group, as well as 2-3 specific goals your child is working on in the group. At the end of June of the same session, the therapist will write a summary describing your child's progress toward his individual goals, as well as further recommendations. The purpose of these reports is to help share what we are doing at the clinic with other professionals involved in your child's treatment. These reports are a *mandatory* part of the overall center experience. We will bill families an additional 15 minutes for writing the goals on 5th session and an additional 30 minutes in June for writing the summaries, at our report writing fee of \$120 per hour, (\$30 on 5th session, and \$60 in June). This does not apply to the summer program. _____

Bills that remain unpaid for 1 month from the statement date will be subject to an additional 5 percent charge on the unpaid balance. Services will be suspended if there are unpaid invoices past 2 months without any communication to us regarding your balance, and these invoices will be forwarded to an outside collection agency. _____

Our **summer program**, *Making Connections*, differs in payment as the entire tuition is due in full by the 2nd week of groups. Please note: There are no reimbursements for missed summer sessions. _____

Communication Works (CW) is a **private pay** organization. We are not a participating provider with any insurance carriers and is unable to bill insurance plans directly. However, our monthly invoices provide both a billing (CPT) code and diagnosis code (if provided by the student's physician). You can submit these invoices to your insurance provider for reimbursement; many plans will reimburse for group therapy by a licensed speech and language pathologist or occupational therapist. Please contact your insurance provider directly to determine whether you are eligible for reimbursement. Although CW is not a participating provider with any insurance carriers, we try to support you with the necessary information on your invoices. If additional documentation of services is required by your insurance company, we can do this for a nominal fee (\$20 per hour). _____

I have read and agree to the above fee schedule and policies

Printed Name of Client

Signature of Responsible Party

Date