



Policy Handbook

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Please keep a copy of this handbook for your reference.

Welcome to Therapy Junction. Therapy Junction is a sensory-based outpatient therapy clinic designed to meet the needs of our clients with all types of abilities by providing quality services. Therapy services are provided by licensed and registered occupational therapists and speech therapists. Our primary goal is to promote and foster development of each client's unique abilities in a fun, safe, and comfortable environment. We are proud you have selected us to service you.

I. General Guidelines

Office hours: Hours vary depending upon summer, school year, and therapist availability. Please check with the office to verify hours of operation. Therapy Junction is closed in observance of some holidays. All closings will be posted in advance.

Arriving/Departing: Most clients have regular appointments. Please arrive only 10 minutes early to reduce overcrowding in the lobby. Upon arrival, check in at the front desk and wait in the lobby until your therapist comes to get you. You are not permitted in the treatment areas without a therapist unless using the restroom. Our therapists reserve the last 10 minutes of your session to discuss progress, therapy outcomes, goals, and summarize each session. We ask that caregivers come inside the building to pick up clients. We will only escort you outside to vehicles in special circumstances approved by therapist and owner. Your safety is VERY important to us!

Lobby/Waiting Room: We ask that you are respectful of our building, other families, and staff in the lobby. Please keep all toys in the designated play area and do not bring toys from home that could interfere with noise level, safety, or cause a disruption. We have many clients with severe food allergies. In order to keep everyone safe **NO FOOD** is allowed to be eaten in the lobby. If you need a snack before or during therapy, please bring it in a sealed container and give it to your therapist to provide during his/her scheduled time. Kind reminders to those who forget this important policy will be provided and immediate disposal or containment of the food is required.

Abuse: If anyone of our staff suspects abuse or neglect, we are required by law to report it to the appropriate agency.

II. Insurance Policy

Please bring your health insurance card or a copy of your card with you to your initial appointment for intake and billing. As a courtesy we will verify your insurance coverage and submit claims to insurance on your behalf. Unfortunately, we cannot guarantee that the information provided by the insurance carrier is accurate, nor is it a guarantee of payment or coverage. It is best to call or visit your insurance carrier(s) website in order to confirm coverage, benefits, and specific information regarding your policy. Your health insurance is a contract between you and your insurance company. You are ultimately responsible for any charges not covered by your insurance plan such as deductibles, copayments, co-insurance, service denials, exhausted benefits, out of network charges, or any services denied by Medical assistance, Tefra, or Waivered service agreements.

You are required to inform us of any changes in:

- Health insurance carrier or policy number
- Addition of secondary insurance carrier to primary policy
- Home address or phone number.

Failure to inform us of these changes may result in you being solely responsible for any incurred charges not paid for by your insurance.

III. Payment Policy

Copayments

Copayments are due at the time of service or the charges will appear on your monthly billing statement. If you fail to pay your co-pay balance in full each month, you will be required to pay at the time of service from that point forward to ensure timely payment.

Monthly Statements

You will receive a monthly statement from Therapy Junction. You are responsible for all services rendered that are not paid for in full by your insurance company. If your insurance company fails to pay in full the balance will become your responsibility. This includes deductibles, copayments, co-insurance, service denials, exhausted

benefits, out of network charges, or any services denied by Medical assistance, Tefra, or Waivered service agreements.

We must receive payment in full within 30 days of receiving your statement or a \$35.00 late fee or 8% of total owed (whichever is greater) will be applied to your next statement. We try to be flexible and reasonable regarding payments. In extenuating circumstances, we will work with you to set up an appropriate payment plan. If no arrangements are made and account is not paid in full within 30 days the balance will be placed in collections without further notice. If you have any questions regarding your monthly statement please call or email Jen Murphy at 763-383-7666 or jmurphy@therapyjunction.net

Private Pay

You may pay for your therapy services privately. The payment is due in full prior to each therapy session.

IV. Attendance Policy

Why have an attendance policy?

When you are evaluated by your therapist, he/she will recommend a certain frequency of treatment required to best obtain progress. We understand that this recommendation may or may not fit within your current schedule or family dynamics. You are advised to take into consideration the therapist's recommendation as well as your and/or your families current schedule and needs when reserving your appointment times. We are delighted to help and work toward your goals and families needs at the frequency in which you feel will work given your current circumstances and schedule. We believe that the success we will achieve with you begins with consistency of treatment. Our motivation is and has ALWAYS been on helping the many people in need of our clinical services. Logically, we must also be motivated to maintain the integrity of the clinical business so that we may continue to help.

Cancellation Policy: It is required that you cancel sessions via PHONE within 24 hours of your child's appointment time. Calling ensures the message has been received in a timely manner as we cannot predict staff illness, internet issues, or server problems that prevent emails from being received. We understand that people need to change their schedules unexpectedly due to illness or emergencies. In order to respect your therapists time and energy put forth to prepare for your therapy session it is best to give advanced notice. Advanced notice also helps us to provide therapy to another client who may be able to come in during your child's recurring time when absent.

Required Attendance: Your attendance is calculated every 90 days (Sessions attended/Scheduled Session= %). You are expected to attend 85% of scheduled appointments. If an appointment is cancelled for any reason, you will have the chance to reschedule with your therapist. Any rescheduled appointment will not count against your attendance rate. If your therapist is on vacation or is absent it will not count against your attendance rate.

*Clients attending 2 sessions weekly may miss a maximum of 3 sessions per 90 days.

*Clients attending 1 session weekly may miss a maximum of 2 visits within 90 days.

Falling below the 85% attendance rate during any 90 day treatment period will result in a cancellation fee of \$25.00 per missed session. Therefore, if you have occupational therapy and speech therapy the same day a \$50.00 cancellation fee is required. Falling below 85% attendance rate for 2 or more treatment periods may require an adjustment to the current treatment frequency or change in current scheduled time. Special consideration will be made on an individual basis due to family emergencies and unforeseen circumstances. Please contact Therapy Junction owner to discuss these special circumstances or emergencies.

No show/No call: Cancellations that occur with less than 24 hour notice or later than 7:30 am the day of the appointment will be charged a \$25.00 cancellation fee for each missed session (if you child was scheduled for both occupational therapy and speech therapy there is a fee for each missed service). If you are able to reschedule this visit with your treating therapist(s) within the 90 day treatment period this fee will be waived or refunded. Special consideration will be made on an individual basis due to family emergencies and unforeseen circumstances. Please contact Therapy Junction owner to discuss these special circumstances or emergencies.

Reschedules: Our therapists have a limited number of times available for reschedules. Every attempt will be made to reschedule appointments, however we cannot guarantee a make-up appointment will be available that fits your scheduling needs. If you are unable to reschedule with your current therapist within 90 days you may attempt to reschedule with a different therapist in order to avoid the cancellation fee or improve your attendance rate per your request.

Extended Absences: If you are going to be absent for 2 or more weeks from therapy your child may (at the discretion of the treating therapist and owner) be removed from the schedule and placed on the waiting list. Advanced notice and good attendance prior to extended absences allow for more flexibility as clients may use their allowable cancellations consecutively in order to "hold" their reserved time during an extended absence. Special consideration will be made on an individual basis due to family emergencies and unforeseen circumstances. Please contact Therapy Junction owner to discuss these special circumstances or emergencies.

V. Sickness & Illness Policy

Please call Therapy Junction staff to cancel your appointment in the event of illness. You are not allowed to come to therapy within 24 hours of having a fever. Please use discretion if you are coughing and or unable to cover your mouth or nose to prevent illnesses from spreading. If you are on medication for a contagious illness such as: strep throat or pink eye he/she must be on the medication for the specified time period per prescription orders or physician recommendations. If you bring anyone else with you to your therapy appointments the same policy applies as we do not want to spread illnesses to others. It is up to Therapy Junction staff to cancel or reschedule a client's appointment in the event that they suspect a child is ill or sick.

VI. Pertinent Health Information and Confidentiality Policy

All data collected, created, maintained or disseminated by Therapy Junction will be governed by the Minnesota Government Data Practices Act and will be in compliance with Health Insurance and Portability and Accountability Act (HIPAA). Please refer to the Notice of Privacy Practices outlining Therapy Junction's policies on data privacy practices. We will have you annually update your registration forms, authorization to release medical information, and acknowledgement of our policies in this manual.