



**IRONSTONE THERAPY, INC.
at Ironstone Farm**

Welcome to Ironstone Therapy, Inc., and thank you for your interest in our services which include Physical and Occupational Therapy with equine assistance.

It is our policy and mission to provide equine-assisted therapy to all individuals who can benefit from such services, within our ability to safely accommodate participants at the center. We currently accommodate clients age 2 and up, who have been referred and medically cleared by their physician to participate in equine-assisted therapy (and are under 120 lbs for the well-being of our older therapy horses). If you do not meet these requirements at this time, please inquire about our other programs! We have many other options to meet the needs of a wide variety of clients.

Please read through our therapy enrollment packet, which provides information about our unique programs and services, including how to register for therapy. If you would like to proceed with therapy, please refer to the enclosed "Enrollment Procedures" page for guidance on what information we will need from you.

If at any time you have any questions or are not satisfied with any aspect related to the services provided at our facility, please discuss it with us promptly and openly. We strive to partner with you to ensure a satisfying and beneficial experience for all participants.

We hope that the enclosed information answers any questions you may have concerning Ironstone Therapy and the services we offer. If you have any additional questions, please call us at 978-475-4056 x100 or email us at Therapy@IronstoneFarm.org.

We look forward to meeting you soon!

Sincerely,

Kim Murphy

Ironstone Therapy Program Manager

Renee Lucia

Program Director



HOURS OF OPERATION

We are open for lessons Monday-Friday from 9:30 am-7:30 pm, and Saturdays from 9:30 am-2:30 pm. The farm is closed on Sundays for weekly lessons. Our office is open Monday-Friday 9:00 am-6:00 pm, and Saturdays 9:00 am-1:00 pm.

Ironstone Farm Holiday Closures		
New Year's Day	Memorial Day	Independence Day
Summer Break Week	Labor Day	Thanksgiving Day
Christmas Eve	Christmas Day	Winter Break Week

COVID-19 STATEMENT

Ironstone Farm takes our responsibility seriously to keep our community and team members safe. Our organization continues to follow the local guidelines provided by the Andover Public Health department as well as regulations set at the state and federal levels.

We ask all clients on-site to practice social distancing when applicable, continue to practice good hand hygiene, and wear a mask when indoors, or if not vaccinated. Our staff has undergone training as well as implemented cleaning and disinfecting schedules throughout the day.

To all members of the Ironstone community: **If you do not feel well, or are exhibiting severe symptoms of COVID-19, we ask that you consult a Medical Profession or provide a negative COVID test before coming on property.** All inconveniences due to COVID-19 related illness will not be penalized. We appreciate cautiousness and understanding during this pandemic!



FREQUENTLY ASKED QUESTIONS

What does therapy involve at Ironstone?

"Equine-assisted therapy" is one of the services offered at Ironstone Farm. Licensed physical and occupational therapists work as part of a team with equine professionals and volunteers, using horses as a therapeutic tool that enables clients to effectively reach established goals. The walking horse provides a unique movement that simulates a natural walking movement while the individual is straddling the horse. This can help to improve balance, muscle tone and strength, posture, stability and mobility, coordination, sensory regulation, attention, communication, and improved functioning in everyday tasks.

What is the cost? Are there third-party payers that can help to offset the costs of therapy?

An unmounted evaluation is \$175. Each 30-minute treatment session is \$85, plus a \$25 horse fee that Ironstone Therapy pays to the farm for use of the facility and horses (total \$110 per session). We accept insurance with appropriate physician documentation and insurance company approval if PT or OT outpatient services for the stated diagnosis are covered, and hippotherapy is not excluded. Without insurance coverage, we offer "fee for service" treatment sessions, and we also participate with the Challenge Unlimited Sponsor A Child Fund for those who qualify. For clients under the age of 3, Ironstone Therapy also has contracts with several Early Intervention Providers. Please check with the office to see if your program is covered.

Is special clothing necessary, and what about helmets?

Close-toe shoes and helmets are required to participate in equine-assisted activities. Dress comfortably, and appropriately for the season. We do have an indoor heated/air conditioned arena- but for the safety and health of our horses, we are only able to heat our spaces to up to 45 degrees in winter, and cooled to 85 degrees in summer.

Ironstone Farm does have helmets to loan to participants. **We require that clients use an equestrian ASTM/SEI-approved helmet.** In the case of clients who are unable to safely use an equestrian helmet, the therapist can assess for the appropriate use of a soft lightweight infant-style head guard.

Will my child learn to ride a horse through Ironstone Therapy?

The horse is used as a therapeutic tool that provides the unique dynamic movement utilized by the therapist to enhance therapeutic activities - so your child will not learn to ride a horse, though they may be on a horse during the therapy session.



IRONSTONE THERAPY PROGRAM GUIDELINES

Enrollment Procedures

Before you begin, please make sure that you read and understand all information regarding enrollment for therapy, and the terms of our Fee Agreement.

1. Please complete and return to us the following forms:
 - a. **Emergency Authorization, Assumption of Risks and Liability Release** form
 - b. **Client Consent** form
 - c. **Client Information** form
 - d. **Fee Schedule and Agreement** form
 - e. **Client History/Intake** form
 - f. **Physician's Referral** form

PLEASE NOTE: The referring physician must include a diagnosis (ICD-10) code **and** prescribe either a PT or OT evaluation or treatment as indicated to include the use of equine assistance.

2. If you will be using your medical insurance to cover a portion of the cost of therapy, please attach a copy of both sides of your insurance card along with your completed paperwork.

In order to schedule the initial evaluation, we will have to receive all of the above-mentioned forms.

Once we receive all the necessary paperwork, we will call you to schedule your initial appointment or add your name to the waitlist.

Setting Up Equine-Assisted Therapy

If you are not paying privately, Ironstone Therapy will contact your insurance company or another third party for approval of treatment coverage before regular treatment appointments are scheduled.

Please be aware that eligibility or pre-approval from your insurance company is not a guarantee of payment. You are ultimately responsible for payment, authorizations, and the number of authorized visits.

We currently have a waitlist for therapy. Once we have identified a potential weekly opening for your child, we will contact you to schedule an initial *unmounted* evaluation with one of our physical or occupational therapists. Your therapist will then develop a medically oriented treatment plan, including long and short-term therapeutic goals.

After your child's evaluation and upon approval from your insurance company or third-party payer, we can schedule your weekly therapy sessions. Once treatment begins, your therapist will reassess progress towards goals on a regular basis, and revise treatment with the ultimate goal of transitioning into our Challenge Unlimited Program or discharge.



Scheduling and Cancellation Policies

- **All scheduling and canceling of therapy treatments must be done through the office at 978-475-4056 ext. 100.** An answering machine is available to leave messages after hours. **IF YOU ARE CALLING TO CANCEL SAME DAY, PLEASE USE EXTENSION 1 FOR OUR SAME-DAY CANCELLATION LINE.**
- Treatment times are at a premium, please understand this when scheduling a regular time. In order to facilitate the scheduling process, please provide the office with your availability for appointments (day & time) so we can place you on a waiting list for optimum times.
- We ask that you call and notify the office as soon as you know that you will not be able to keep an appointment. **Please do not rely on informing your therapist of scheduling changes.**
- If you have three consecutive cancellations or no-shows, we reserve the right to suspend treatment and to offer that time to another client on a permanent basis. We will make every attempt to find you another suitable therapy time.
- Ironstone Therapy provides service in all weather, with the exception of hazardous driving conditions when a public announcement restricts travel. **If cancellation is necessary, we will call you to cancel your appointment. Do not assume that sessions are canceled due to weather.**
- If your scheduled therapist is unable to work on a day on which you have an appointment, we will make every effort to provide a substitute therapist for the designated treatment session. However, if a substitute is not available, we reserve the right to call and cancel your session. We will try to find a make-up session in the same week for you if possible.



ESTABLISHED FEES

For Physical/Occupational Therapy the rates will be as follows:

<u>SERVICE PROVIDED</u>	<u>CHARGE</u>
New Client Evaluation <i>A 30 to 45-minute unmounted evaluation, depending on eval complexity</i>	\$175.00
Established Client Evaluation/Re-Evaluation <i>A 30-minute session, part or all will be mounted on the horse, depending on the therapist's assessment needs</i>	\$85.00 Plus horse fee
Treatment <i>A 30-minute session, part or all will be mounted on the horse, depending on the client's goals for therapy</i>	\$85.00 Plus horse fee
Horse Fee per Visit* <i>This Fee is not covered by insurance, sponsorship from our farm can be provided if applicable</i>	\$25.00

***The \$25 horse fee is added on for all mounted sessions** - This is a fee that Ironstone Therapy, Inc is responsible for paying to Ironstone Farm for the use of the facility and horses. It goes towards the facility maintenance/operation, and care of the herd. **This fee is NOT billable to insurance companies** and therefore will be the responsibility of the client, in addition to any copays, coinsurance, deductibles, etc.

Please let us know if you have any questions about the fee structure!



INSURANCE VERIFICATION OF BENEFITS SUGGESTED QUESTIONS

Your insurance company may cover some or all of the cost of Physical or Occupational therapy at Ironstone Farm. The IT program manager will call your insurance company to verify your coverage and benefits. However, it is not only helpful but also your responsibility to also verify your specific plan details, as you are ultimately responsible for payment for services rendered. The following are examples of questions you may want to ask when speaking with your Insurance company.

Calling to verify benefits for outpatient occupational or physical therapy services:

1. **Do I have benefits to cover an out-of-network or non-participating provider?** (HPHC is in-network for Ironstone Therapy)
2. **Does coverage run on a calendar year or a plan year- if plan year, when does it start?**
3. **What is my deductible? After my deductible is met, what is my copay or coinsurance?**
4. **Is there a limit on the number of visits per plan year? Is that for PT/OT only, or is it for all therapies combined?**
5. **How many visits have I already used?** (You will want to keep track of your number of therapy visits and let the IT program manager know when you reach the limit)

IF AUTISM DIAGNOSIS

1. **Is there an exclusion on a maximum number of therapy visits allowed/ do I have unlimited visits?**
2. **Do I need an MD referral, or a prior authorization?**
3. **Is re-certification needed? After how many visits?**
4. **Is any specific service excluded?** (CPT treatment codes used: 97530; 97110; 97112; 97532; 97535)
5. **Are there any exclusions to my policy?**

The best approach in navigating the insurance process is for both Ironstone Therapy and you as a member to gather as much information as possible. Please let us know if you have any questions.



IRONSTONE FARM SAFETY REGULATIONS

PLEASE READ CAREFULLY

The following regulations have been established for your safety and the safety of all involved in the activities at Ironstone Farm. Please make every effort to abide by them during your time on the premises.

SMOKING: There is **NO SMOKING** allowed on the property of Ironstone Farm.

CHILDREN: Ironstone is a working farm. We insist that all children, when not involved in a lesson, remain beside their accompanying adult. Running, yelling, or unaccompanied children can create hazardous situations – for themselves, riders, handlers, staff, and other visitors at the farm. Please observe (or ask about) designated areas for viewing lessons. If children behave in an unsafe manner, we may ask you to remove them from the premises.

PETS & SERVICE ANIMALS: The animals at Ironstone Farm live in harmony with one another and the introduction of a new animal is handled very carefully. Visiting pets will upset this harmony and can be very disruptive, creating an unsafe situation. Please leave your pet(s) at home. With regards to service animals, please check with the office before visiting the farm.

TREATS: Our animals are on a routine feeding schedule. Their daily intake is carefully monitored. Treats may be harmful to some animals, and hand-feeding encourages the animals to bite in search of treats and can be dangerous. Please do not feed the animals.

PARKING: Please park in designated areas only. Observe the "No Parking" signs and spaces allotted for the pick-up and drop-off of clients. Please do not sound your horn/car alarm while on Ironstone Farm property! Sudden loud noises may frighten the animals residing at the farm as well as clients participating in therapy.

UMBRELLAS: Please do not use umbrellas on the property. The odd shape and sudden movement of opening/closing an umbrella can startle our horses.

THE BARN: The upper barn is a staff-only area. If you need to reach someone in the barn office, please call us at 978-475-4056, or ask a present staff member to contact us for you.

OBSERVATION: Our instructors and therapists are trained professionals. Please remain outside the teaching area during lessons. You are invited to watch from designated areas.

PADDOCK: Only Staff, Working Students, and Feeders (all of whom must have Paddock Privileges) are allowed in the Paddocks. *Volunteers and visitors are not allowed to enter the Paddocks for any reason.*

We appreciate your patronage. We pledge to offer you the best in quality, horse-related and therapeutic programming. During your time spent with us, we ask that you have respect for the property, the animals, and the staff. -- Thank you!