



Service Agreement

Thank you for choosing Center for Speech Language and Learning as your therapy provider. We're committed to providing the best therapeutic care possible. Please understand that payment of your bill is part of your treatment.

- All patients/parents need to provide accurate, complete personal and insurance information prior to being seen.
 - Our staff will contact the insurance company before your appointment to verify insurance eligibility and benefits. Our staff will file claims to your insurance company on your behalf, as well as any claims to secondary insurance if applicable.
 - Please call and verify your insurance benefits as well. This is your insurance plan and you are financially responsible for all services rendered.
 - If your insurance changes to a different plan you are responsible to notify our office with updated information before point of service.
 - All applicable co-pays, co-insurances, personal balances, both current and prior, are due at the time of service.
 - You are responsible for any deductibles, co-pays, co-insurances, or denials of services.
 - **Travel to Daycare and Schools:** If therapists travel more than one mile from any of our locations to a secondary therapy location, CSLL reserves the right to apply a mileage charge to the client account. The mileage charge is based upon the current year rate with the state of Minnesota.
 - **Finance Charges:** We strive to support families in all ways. However, we are not a lending institution and we reserve the right to assess finance charges of 1.25% of balances over 30 days past due.
 - **Payments:** We accept payment by cash, check, or credit card. There is a \$2.00 convenience fee assessed for all credit card charges. This fee is not covered by HSA/HRA accounts.
 - **Past Due Accounts:** Overdue accounts will be referred to small claims court. Legal fees that we pay to secure past due balances will be added to your account.
 - **Returned Checks:** A \$40.00 fee will be assessed for all returned checks.
 - **Missed Appointments:** Unless canceled at least 24 hours in advance, our policy is to charge \$50.00 for a missed appointment. Please help us serve you better by keeping scheduled appointments. You will be responsible for this fee it is not covered by insurance. **If you "no-show, no call" three times your clinician may consider dismissal.** We consider our work with you/your child to be integral to life success. We hope to partner with you for maximum outcomes and attendance is the only way to achieve this.
 - As a courtesy (and when appropriate), CSLL staff allow parents/guardians to occasionally leave the premises during their child's appointment time. However, they must return 10 minutes prior to the end of the treatment session. If you are late in returning to pick up your child a fee of \$35 will be assessed. You will be responsible for this fee it is not covered by insurance.
 - When not in session, clients/children need to be supervised by a parent/caregiver at all times.
 - Clients/children, parents, and siblings must remain in the waiting room area only (unless accompanied by a therapist or staff member).
 - During treatment sessions when parents/caregivers are not available or when working towards specific goals, therapists will assist clients as needed with toileting.
- I have read, understand, and agree to the above statements.*

Signature of Patient or Legal Guardian: _____

Printed Name: _____ Date: _____