



Service Agreement

Center for Speech, Language, and Learning, Inc. is committed to providing excellent therapeutic care. Please read this service agreement carefully and sign and date your consent below.

- **TO REGISTER FOR THERAPY:** clients must provide complete and accurate personal and insurance information.
- **PLEASE CALL TO VERIFY YOUR INSURANCE BENEFITS:**
Insurance plans are subject to change, and you are financially responsible for all services rendered.
- Payment of your bill is part of your child's treatment.
- Our staff will contact and verify insurance eligibility and benefits before your appointment.
- Our staff will file claims to your insurance for therapy rendered, as well as any applicable claims to secondary insurance.
- **PAYMENTS / Before treatment may begin:** For workplace insurance plans/groups, you must provide a credit card on file for deductibles, co-pays, co-insurance, or denial of services, unless other arrangements are made.
- This will be charged, and a receipt provided weekly, monthly, or quarterly, (as agreed).

- **INSURANCE CHANGES:** must be promptly reported to office@cslinc.com (before the point of service).
- **FINANCE CHARGE:** CSLL is not a lending institution and reserves the right to assess a finance charge of 2.0% of balances over 30 days past due.
- **PAST DUE ACCOUNTS:** Overdue accounts will be referred to small claims court.
Legal fees incurred to secure past due balances will be charged to your account.

- **ATTENDANCE:** Therapy is a working partnership between your child and their therapist.
Regular attendance is required by insurance and essential for therapeutic progress.
- **PLANNED ABSENCE** (other than illness) MUST be communicated at least 48 hours in advance.
- **SUDDEN ILLNESS:** please call and/or leave a message providing as much notice as possible.
- **AFTER 3x** "no call, no show" your child's therapist will suggest a new plan or dismiss your child from therapy.

- **OTHER:**
As your child attends therapy, if you or a ride service plan to leave the clinic, you/they MUST talk with your child's therapist to understand the correct pick-up time.
PLEASE NOTE: After the therapy appointment is ended, there is not secure care for your child.
Returning later than the schedule time will require the parent/guardian to stay at the clinic during therapy.

- When not in session, all children must be supervised by a parent/caregiver at all times.
- **PLEASE HELP US MAINTAIN HIPAA COMPLIANCE:** Clients/children, parents, and siblings must remain in the waiting room or library ONLY, (unless accompanied by a CSLL staff member).
- **PLEASE NOTE:** Our therapists are not able to change diapers.
If your child wears diapers, the parent/guardian is responsible for changing a soiled diaper.

We are happy you have chosen Center for Speech, Language, and Learning, Inc. for your speech and occupational therapy needs.

I have read, understand, and will follow the requirements in this agreement:

Signature of Patient or Legal Guardian: _____

Printed Name: _____ Date: _____