

1/1/2018

Dear Parent(s),

Thank you for choosing Speech Inspiration, PLLC to provide care for your child. This letter is to inform you of our billing and scheduling practices for Speech Inspiration.

FEE SCHEDULE

Speech Inspiration maintains one fee schedule, which means that all students are charged the same fee. Fees are updated yearly in January and may be adjusted upwards or downwards based on a variety of market analysis methodology.

BILLING PRACTICE

For all *in-network claims*, Speech Inspiration, PLLC will bill your primary and secondary insurance companies for your child's services. Speech Inspiration, PLLC will make every effort to collect all the payments directly from your insurance company. If your insurance company, however, deems the charges not medically necessary or non-covered according to their policies, you will be billed at Speech Inspiration's self-pay rate. Once the payor has processed your claim accurately, Speech Inspiration will balance bill you for the remaining amount due. The Explanation of Benefits (EOB) sent by the payor will explain any co-payment/co-insurance or deductibles owed by you to Speech Inspiration in accordance with your insurance policy. You will be responsible for paying the co-insurance or co-pays and deductibles, as required by your insurance company to Speech Inspiration.

For all *out-of-network claims*, you will be required to submit payment at the self-pay rate directly to Speech Inspiration, PLLC. Speech Inspiration, PLLC will provide you with an invoice that will contain all the necessary information that you will need, in order to submit the claim to your insurance company to obtain reimbursement.

Speech Inspiration encourages you to research and know your insurance policy's speech therapy benefits, and not to rely on Speech Inspiration's interpretation of your policy.

PAYMENT POLICY

Invoices are due upon receipt. Speech Inspiration does not accept credit card, but does accept cash or personal check. Late fees apply for all delinquent accounts.

EXPLANATION OF FEES

Delinquent Account and Late Payment Fees

- Invoices are due upon receipt.
- A late payment fee is charged on all accounts unpaid:
 - 31-60 days late \$40.00
 - 60-90 days \$50.00
 - 90 days + \$75.00

- Delinquent accounts will be forwarded to a collection agency that also reports to the Credit Bureau. A processing fee will be added to the balance of your delinquent account.

Medical Record Fees

- Speech Inspiration encourages parents to access their child’s portal at Therabill where you can print your child’s speech and language records at no cost and personally deliver them to your child’s school or physician.
- If Speech Inspiration is requested to distribute paper copies issued to third parties (schools, healthcare professionals, payors), these copies will be charged at \$0.25 per page.
- Fax copies issued to third parties (schools, healthcare professionals, payors) will be charged at \$0.10 per page. Keep in mind that both fax and hard copy are frequently both used because of the payor’s poor reliability in receiving and processing records.
- There is no charge for reports issued to the patient or parent.
- Postage expense is charged at cost
- Your child’s medical records will be available on Speech Inspiration’s client portal. You will be issued a user name and password to access the client portal at the assessment visit. Speech Inspiration can post documents to your portal but cannot view your portal.
- Medical records’ fees are not reimbursed by the payor.

Here is an example of a typical fax and hard copy clinical submission to a payor.

Hard Copy

| Document | #of Pages | Cost |
|---------------------------------|-----------|----------------|
| Physician’s Order | 1 | |
| Assessment | 42 | |
| Plan of Care | 2 | |
| Progress Notes | 12 | |
| Total at \$0.25 per page | 57 | \$14.25 |

Fax Copy

| Document | #of Pages | Cost |
|--------------------------------|-----------|---------------|
| Fax Cover | 1 | |
| Physician’s Order | 1 | |
| Assessment | 42 | |
| Plan of Care | 2 | |
| Progress Notes | 12 | |
| Total @ \$0.10 per page | 58 | \$5.80 |

Postage (USPS) (actual) \$6.45

Summary Cost for one claim submission in medical review when claim is sent via mail & fax:

| | |
|--------------|----------------|
| Hard Copy | \$14.25 |
| Postage | \$6.45 |
| Fax | \$5.80 |
| Total | \$26.50 |

Fees Not Reimbursed by Your Insurance Company

- Because of the lengthy time involved, certain tests have analysis fees charged by the test vendor that are not reimbursed by your insurance company.
 - Systematic Analysis of Language Transcripts (SALT) \$90.00
 - Theory of Mind Inventory-2nd Edition (ToMI-2) \$40.00
- School consultation/observation (per 15 minutes) \$46.25
Includes attendance at ARD meeting, observation of child in classroom; consultation of progress with school personnel; review of academic and ST goals with report
- Speech Inspiration customizes services for its students:
 - Initial Quizlet Account Set-up and development of practice sets for home practice \$50.00

Cancellation Policy and Associated Fees

Non-emergency cancellations require a **24 hours' notice**. Non-emergencies include vacations, preplanned medical appointments, family events, parties, sports events, lack of babysitter etc. 30 minute sessions not cancelled with **24 hours' notice** in non-emergent situations will be *charged a no-show non-reimbursable \$50.00 fee*. 60 minute sessions not cancelled with **24 hours' notice** in non-emergent situations will be *charged a no-show non-reimbursable \$100.00 fee*.

Please do not come, or bring your child, to the office with a cold, cough, fever, strep throat, unidentified rash, diarrhea, vomiting or any other highly contagious illness. You or your child must be fever-free for 24 hours prior to the therapy session. If you or your child arrives ill, your child's session will be cancelled and you will be *subject to a payment of \$65.00* for the cancelled session.

Emergency cancellations are accepted only for illness, illness of a family member, death in the family or severe weather. Emergency cancellations must be cancelled prior to the appointment. There is no charge for an emergency cancellation.

If your child exceeds an overall **cancellation rate** of 25 percent or higher, you will receive a written notice that your child's slot is in jeopardy, especially if your child does not schedule or attend make-up

sessions. A cancellation of greater than 25% may result in therapy dismissal. This policy includes emergency and non-emergency cancellations alike.

Make-up Therapy Session Policy

Speech Inspiration, PLLC encourages make-up sessions for cancelled therapy appointments so that your child's progress achieved is not negatively affected.

Late Arrival Policy

If your child arrives late, he/she will be seen for the remaining period of their time scheduled and charged for the actual scheduled appointment time. Late arrivals may eliminate your caregiver/parent discussion time.

Time Management Policy

Evaluation time is charged based upon the actual time spent with your child and his/her parent/caregiver. For therapy visits, chargeable time is built into each session for parent/caregiver discussion.

- a. 30 minute session: 5 minutes
- b. 40 minute session: 8 minutes
- c. 45 minute session: 10 minutes
- d. 60 minute session: 15 minutes

Dismissal Policy

If you plan on discontinuing services for any reason, Speech Inspiration, PLLC requests a minimum notice of 2 weeks. Speech Inspiration, PLLC will provide a 30 days' notice if treatment will be discontinued for breach of the attendance policy.

If you have any questions concerning these policies or your bill, please feel free to discuss them with me at anytime. I may be reached at jjohnson@speechinspiration.com or at 281-674-4205.