

## **WHAT IS BEHAVIOR ANALYSIS**

“Applied Behavior Analysis is a science based on the use of learning principles to improve lives. The practice of ABA focuses on assessing the environmental influences on behavior, assessment-based intervention, and data-based decision-making. ABA has been used to address the behavioral needs of consumers in multiple areas, including general and special education, organizational management and safety, gerontology, and many more. ABA is best known as being the leading evidence-based treatment approach for autism and other developmental disabilities.”<sup>2</sup>

## **AREAS OF EXPERTISE**

The BCBAs at Innovation Behavior Services specialize in treating children and adults with Developmental Disabilities, including Autism Spectrum Disorder and other co-existing disorders. Individual BCBAs may have additional competency areas, such as Organizational Behavior Management or ABA-based interventions for other populations and diagnoses.

## **PROFESSIONAL RELATIONSHIP, LIMITATIONS, AND RISKS**

Our job as Board Certified Behavior Analysts (BCBAs) is to work with the behavior you want to change. With your input, we can help you understand why that behavior occurs, devise an alternative behavior that serves the same purpose, and then develop a plan to teach those behaviors. We will work with you to help you teach that alternative behavior. We'll also show you preventative strategies and ways to respond to the problem behavior when it occurs. At times, we will be treating the focus person directly; at other times, we will conduct training for family members, caregivers, or other significant individuals in the focus person's life. Sometimes, we will review data for progress and make necessary treatment changes to ensure continued progress.

### ***How We Work:***

A team of professionals will work with you throughout this process. In addition to me, your BCBA, a Behavior Technician (BT/RBT) may also be assigned to your case. These are considered “tiered services”. When RBT services are part of the treatment plan, the scheduling department will assign an RBT as soon as one becomes available. This technician, when assigned, will provide the majority of intervention hours by implementing the treatment plan written by the BCBA, which you have reviewed and agreed to after having the opportunity to ask questions and provide feedback about the treatment plan.

### **The BCBA will:**

- Gather information about how you and the focus person typically interact to get an idea of your family's strengths and challenges.
- Speak with you directly about your family's strengths and challenges.
- Administer assessments that help us determine the appropriate course of treatment.
- Score the assessments and review documentation and interview notes.
- Work with you to develop an appropriate treatment plan and make appropriate updates.
- Educate and coach you as you implement the plan.
- Supervise any BTs/RBTs who may be administering treatment.

The BCBA will complete these tasks usually via telehealth. Some work, such as assessment scoring and report writing, is done in the office without you being present (indirect services). A phone with video capabilities and a strong Wi-Fi or cell signal should be sufficient for telehealth services..

As BCBAs, we do not make value judgments about behavior (“good” vs “bad”). We try to understand behavior as an adaptive response (a way of coping) and suggest ways of adjusting and modifying behaviors to reduce pain and suffering and increase personal happiness and effectiveness.

We will ask you about your goals, explain our assessment and its results, describe the plan for intervention or treatment, and ask for your approval. If at any point you want to terminate our relationship, we will cooperate fully.

Please know that it is impossible to guarantee specific results regarding your goals. However, together, we will work to achieve the best possible results. If our consultation has become non-productive, I will discuss terminating it and providing referral information as needed.

There may be a delay between the time we begin an intake consultation and the beginning of services. During that time, the BCBA prepares a plan to be authorized by your insurer before a technician becomes available. If a technician is unavailable, you may be offered family training with the BCBA.

### **CLIENT RESPONSIBILITIES**

I can only work with clients who fully inform me of their concerns. I will need your full cooperation to understand the various problematic behaviors. I will ask a lot of questions and make a few suggestions. I need you to be honest with me at all times. I will share data with you as part of my ongoing evaluation of treatment, and expect that you will pay attention to the data and give me your genuine appraisal.

One of the most unique aspects of behavior analysis as a form of treatment is that decisions are made based on objective data collected regularly. I will need to obtain baseline data first to determine the nature and extent of the behavior problem we are dealing with. I will devise an intervention or treatment plan and continue obtaining data to determine its effectiveness. I will show you this data and make changes in treatment based on it. I may also ask you or other caregivers to collect data as part of the treatment plan.

I also ask you to collect data. Data collection is necessary to address specific concerns related to behavior and skill acquisition. I can only develop a treatment for a problem using data to make effective decisions.

Under our codes of ethical conduct, the technician(s) and I may not work with you in any other capacity except as your therapist or consultant. When any employee or company contractor works in your home with the focus person, it is not appropriate for you to leave the premises or to ask us to take the focus person to another location that is not directly related to our services. Our staff are not permitted to transport the focus person or any household member in our vehicles for any reason, and we cannot take responsibility for supervising the focus person in their home or the community.

We will need a list of any prescribed or over-the-counter medications and supplements, in addition to any medical or mental health conditions; we will need to be updated when there are any changes or updates to medication, supplements, or health conditions. This information is kept confidential.

We expect you will maintain a safe environment for Innovation's employees. Please notify us of any conditions that may risk their health, safety, or well-being. If you have a concern with an employee, please discuss it with your BCBA, or you may contact our Clinical Director by calling 833-521-5230.

We will need you to ensure that the treatment area is free from distractions that may interfere with treatment (e.g., we may ask you to remove pets or those present demanding attention from us or are excessively noisy). You and other caretakers are encouraged to participate in treatment and watch sessions.

### **CODE OF CONDUCT**

I assure you that my services will be rendered professionally and ethically, consistent with accepted ethical standards. I am required to adhere to the *Ethics Code for Behavior Analysts* from the Behavior Analyst Certification Board® (BACB). Copies of the Ethics Code will be made available to you upon request.

Alternatively, you can go directly to the BACB website to view or download a copy of the Compliance Code: <https://www.bacb.com/wp-content/uploads/2022/01/Ethics-Code-for-Behavior-Analysts-230119-a.pdf>

Although our relationship involves very personal interactions and discussions, I need you to realize that we have a professional relationship rather than a social one. According to my professional code of ethics, it is inappropriate for your BCBA or the technicians to accept gifts or meals.

It is generally inappropriate for our staff or clinicians to be involved in your personal activities, such as birthday parties or family outings, unless there is a clinical need for a professional to be present. Please don't

take this personally, but understand that we must adhere to the Ethical Code to maintain our ability to provide services. If you have a question about a particular event, please consult with your BCBA.

The RBTs under our supervision must also follow an ethics code. It can be found here:  
<https://www.bacb.com/wp-content/uploads/2022/01/RBT-Ethics-Code-230120-a.pdf>.

Please let your BCBA know as soon as possible if you are dissatisfied with our professional relationship at any time and for any reason. If your BCBA cannot resolve your concerns, you may discuss them with our clinical director at 833-521-5230.

If our clinical director cannot resolve your concerns to your satisfaction, you may request that the issue be escalated inside our agency to our managing director by calling 833-521-5230. If we still have not been able to resolve your concern, you may report your concerns by filing a complaint with the following:

Behavior Analyst Certification Board  
8051 Shaffer Parkway  
Littleton, CO 80127  
BACB.com

### **EMERGENCIES**

In the event of an emergency, please call 911 or if it is safe for you to transport the person, go to your nearest emergency room. Many communities have crisis response teams that are available 24 hours a day, seven days a week.

For emergency session cancellations less than 24 hours in advance, please contact us to advise of the cancellation as soon as possible, when it is safe for you to do so.

### **CONTACTING THERAPISTS**

BCBAs and RBTs are therapy providers responsible for a caseload that includes your family members as well as other clients. Texting of protected information is not permitted due to Federal Privacy Laws (HIPAA), therefore, we strongly discourage texting. Therapy providers may not immediately respond to emails or phone calls. Please allow two business days for a response. Our office staff or BCBAs may not receive messages outside of usual business hours until the next business day. To support an appropriate therapeutic relationship with professional boundaries, it is recommended that you refrain from direct communication with your technician outside of scheduled sessions. All schedule changes must be communicated to the scheduling department via phone call or email. Technicians may be copied on emails to/from the scheduling department.

Our office staff responds to emails and phone calls between 9 AM and 5 PM Monday-Friday, except for company-recognized holidays or during weather-related closures.

### **HOLIDAYS**

Our offices are closed for the following holidays. If a holiday falls on a Saturday or Sunday, it will be observed on the preceding Friday or the following Monday.

New Year's Day

Dr. Martin Luther King, Jr Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Day After Thanksgiving

Christmas Eve

Christmas Day

## **APPOINTMENTS, FEES, AND CANCELATIONS**

We will coordinate with you to develop a schedule that accommodates your usual availability, the technician's, and the BCBA's availability. Because a change in schedule affects multiple people, ensure you discuss any desired changes to the service schedule with your BCBA and notify the scheduling department of any necessary adjustments. We do not guarantee that we will accommodate all requests for changes.

We encourage you to work with your technician to reschedule any missed sessions resulting from cancellations by you or the technician. If you wish to change the dosage of services (the number of hours per week), please discuss your concerns with your BCBA.

A signed treatment plan is our agreed-upon plan for the authorization period. If you are concerned that the dosage or schedule is not a good fit for you or your family, please discuss this with your BCBA.

We may adjust or discontinue our services if you initiate cancellations for more than 10% of the scheduled sessions (e.g., RBT sessions or caregiver training) over any rolling 90-day period. Sessions rescheduled within 2 weeks or supported by medical documentation or documentation of an emergency will not count against the 10% missed sessions limit. If the client is ill for more than 10% of the scheduled sessions over 90 days, we reserve the right to require medical certification that the client is healthy enough to engage in services.

If you are unable to keep an appointment due to an emergency or urgent situation, please call our office at 833-521-5230 or email [scheduling@innovationaba.com](mailto:scheduling@innovationaba.com) as soon as possible to notify us of the change. If the technician does not have access to an appropriately supervised client upon arrival, or if you are not present at a scheduled meeting with your BCBA, they will wait 10 minutes before documenting that the session was canceled without notice.

We reserve the right to charge you for the entire session if you are unavailable and have provided less than 24 hours' notice of cancellation. This applies to both technician-led sessions and meetings with the BCBA/clinician. Your insurer will not cover the cost of appointments missed or canceled for any reason. If you are unavailable for a session and do not cancel more than 4 hours before the start of the session on three (3) or more occasions, we may adjust or discontinue the services.

We will make reasonable attempts to bill your primary insurance company and any applicable secondary insurance. You are responsible for advising us of any changes in your insurance coverage before the change takes effect and providing copies of your new insurance cards. Any charges for services provided that are not reimbursed by primary or secondary insurance are your responsibility. If it is necessary to place an account with collections professionals, we will add the costs to collect monies to the total amount due.

### **No Surprises Act Disclosure:**

Services are highly individualized and rates can vary across therapeutic activities and across the categories of staff. If you choose private pay or your insurance does not cover our services, you can anticipate charges

ranging from \$ 4,300 -\$5,800 per month for tiered services, and \$700 - \$2,000 per month for Therapeutic Consultation and training.

**ENDING SERVICES**

Innovation Behavior Services may terminate services when the client. (1) no longer needs the service (2) is not benefiting from the service (3) is being harmed by continued service; (4) when the legal guardian of the focus person requests discontinuation, (5) if a condition exists in the treatment environment that creates a credible concern of the health, well-being, or safety that cannot be resolved (6) if a condition exists in the treatment environment that does not support the clinically appropriate implementation of treatment services, (7) for non-payment, or (8) excessive appointment cancellations (more than 10% over 90 days).