



"creating the best life for all children"

Dear Parent/Guardian,

Welcome to ABC Pediatric Therapy Network! We are glad that you took the first step to have your child seen at ABC. We are so excited about partnering with you to help create the best life for your child. When you first entered ABC, I am sure you noticed that we are no ordinary physical, occupational and speech therapy facility. But we want to assure you that you have come to the right place! At ABC, our method of treatment is based on research that shows that children are more verbal when doing gross motor activity such as jumping, swinging or climbing. You will also see a difference in our occupational and physical programs which incorporate a "child directed" play-based therapy in which the child chooses where he or she and the therapist "play" during the session. We can't wait to see how the difference in our therapy makes a positive impact on your child's life!

At ABC, our goal is to provide our families with the highest level of care in a nurturing and compassionate environment. Because we believe in that goal so strongly, we provide each family with access to a patient advocate. As patient advocate, I will be supporting you and your child throughout the entire treatment process. From the first time you contact us, to the time your child meets all of his/her goals and puts a handprint on our Wall of Fame, I am here for you. Whether you need to ask a question, voice a concern, or just need a listening ear, you have a friend to reach out to. I want to make sure your experience at ABC is *nothing* short of excellent.

We know that being a parent can sometimes be hectic and stressful; but as patient advocate, I want to ensure your time at ABC is neither of those. Thank you for giving me the opportunity to get to know you and your family and to support you as we work to create the best life for your child.

Company Wide Patient Advocates

West Chester*Western Hills*Red Bank Road*Miamisburg*Beavercreek

ABC Pediatric Therapy Network

patientadvocate@abcpediatrictherapy.com



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What are physical, occupational, speech and aquatic therapy?

Physical therapy: Physical therapists (PTs) work with children to improve their gross motor skills. These skills include, but are not limited to, rolling, sitting, creeping, walking, climbing, throwing, kicking, catching, balance, coordination and bike riding skills. Some of the issues PTs can work on are sensory issues, motor planning, endurance, and muscle stretching.

Occupational therapy: The term "occupation" refers to anything that a person needs to do throughout their daily life, and for kids this means school, play, self-care skills, sports or any other tasks/activities in which a child participates. An OT's goal is to help the child become as independent as possible in each of these tasks. OTs can treat problems with dressing skills, oral motor skills, handwriting, scissor skills, picky eater issues and sensory issues.

Speech therapy: Speech therapists/speech language pathologists work with each child to assure that they are functional communicators and/or feeders. Speech therapy can help to treat problems with articulation and pronunciation, feeding disorders (swallowing, bottle drinking, chewing and biting, etc.), understanding of a variety of language concepts (verbs, paragraph content, vocabulary, etc.) using language to communicate expressively, fluency, and social skills such as eye contact and turn taking.

Aquatic Physical/Occupational therapy: Playing in the pool can help your child make progress. Aquatic therapy combines the properties of water with traditional physical/occupational therapy techniques to achieve a greater functional level in gross motor, fine motor, sensory processing and social play skills. Aquatic therapy can benefit a large range of diagnoses including Cerebral Palsy, Autism, Musculoskeletal Disorders, Neurological Disorders and much more.

What does a PT, OT, speech or aquatic therapy session look like?

Beginning of session: Therapist will ask the parent how their home exercise program is going and if there are any challenges since the last visit.

Caregivers are required to remain on site unless otherwise approved by the treating therapist. If your child has advanced medical or behavioral needs, or is not independent with toileting please make arrangements to remain on site during the session. Please always ask your therapist if it is okay to leave!

During the session: Speech sessions last for 25-30 minutes, while OT, PT and aquatic sessions last for 53 minutes. Parents are encouraged to participate in therapy! Therapists usually work on 4 goals per session, depending on the needs of the child. The therapist will document your child's progress as this is often required by insurance companies to show progress. Reevaluations will be performed monthly to monitor progress toward short term goals.

End of session: Parent/guardian and therapist will discuss strengths and weaknesses of the session and will adjust the home program to fit the child's needs.

We encourage you to visit our website to learn more about what we do: www.abcpediatrictherapy.com



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Attendance Policy

Scheduled Appointments:

- Please arrive for each appointment in time to check in and begin therapy at the scheduled time.
- We recommend that you be involved in your child's treatment session. If you do have to leave, you must ask your therapist first. Please return 15 minutes prior to the session being complete to enable the therapist to discuss your child's progress.

Cancellations:

- If you must cancel an appointment due to an illness or emergency, contact our front office **24 hours** before the scheduled appointment. Our office staff will ask for your availability to reschedule the appointment. If the appointment is not rescheduled within a rolling week then that missed appointment will count as a cancel.
- When an appointment is rescheduled it is expected that your child will attend that appointment. Multiple cancels and reschedules require reviewing the child's schedule and determining if another time may be more beneficial.
- Please verify with the front desk any appointments that will be canceled due to a vacation. We request to receive this information at least 14 days prior to the date which will be missed. We are unable to hold any time slot more than 2 consecutive weeks due to a vacation.
- In the event of inclement weather that may be a safety concern, contact our office if you are unable to make it to the appointment. A fee will not be assessed and a reschedule will be offered.
- Frequently canceled appointments (more than 2 canceled appointments per discipline for every 8 scheduled) will be basis for removal of your reoccurring appointment schedule. You will then be encouraged to schedule with more flexibility; scheduling on a week to week basis after each attended appointment.

No Shows:

- Failure to cancel or to appear during an appointment is considered as a no show. A \$40 fee will be assessed after the 2nd no-show. The \$40 fee is per day, not per discipline. The fee is per child, not per family. No show fees must be paid in full before appointments can resume. Please contact our office immediately to discuss future appointments. If we are unable to reach you within 1 business day after a no show appointment, your child will lose their weekly appointment and will be moved to week to week scheduling. Your child's appointment time will be automatically offered to another child waiting for services.

A Note from the Therapists:

It is expected that families make every effort possible to attend scheduled appointments. When therapists establish a plan of care for your child, they base the goals and progress shared with the insurance company on the child having consistent therapy sessions (weekly). If your child misses appointments or arrives late, they will not meet their goals as quickly, and your child will likely need to be enrolled in therapy for a longer period of time. The success of treatment sessions depends on consistency and timeliness. In the event that a family does have to cancel, it is strongly encouraged that it be rescheduled, even if it is with another therapist. ABC therapists appreciate it when another therapist provides care for one of their reoccurring patients. It gives the therapist new ideas and a different perspective to include in your child's treatment plan. ABC therapists are always in close communication with each other. Any other concerns regarding your child, please discuss this with your therapist.



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ATTENDANCE – ANSWERS TO COMMON QUESTIONS/EXPECTATIONS	
Why do you have a policy?	We know based on research and data that kids make the best and most significant progress when seen frequently and consistently. Our goal is to partner with you and your child in meeting the goals that have been set as quickly as possible.
Why is it so important that we arrive on time?	Your therapist has scheduled time and activities specific to your child and wants to be able to address each goal thoroughly every session that your child attends. Also each therapist sees a number of patients daily with many appointments being scheduled one after another. So when a child arrives late the time cannot be made up or would interrupt the next child’s individual session.
Why do you ask us to reschedule our appointments when we cancel?	We want to provide the best outcomes possible for each child seen at ABC. This requires consistent attendance and timely arrival at least weekly. Any cancellations interrupt the progress of therapy and can make the time in therapy longer and reduce the quality we are providing.
What if my therapist is not available to reschedule with?	We have staffed ABC to allow rescheduling to occur. Our friendly front desk staff will do everything they can to find a time that works. Our therapists are hand selected and have all completed strict competencies in their area of expertise.
What if I do cancel more than 2 of 8 scheduled appointments?	By the 2 nd cancel the policy should have been reviewed with you by your therapist and/or front desk person at least 2X since you began your initial treatment at ABC. The cancel history information we gather encourages ABC to offer other options for getting your child’s needs met. Our primary goal is to meet your child’s needs and successfully discharge them from therapy as quickly as possible.
What options do I have once I have been removed from my weekly time?	Once it has been determined that setting weekly reoccurring appointments is not providing your child a chance at success with his or her goals you will be offered a “flexible scheduling” status.
What does “flexible scheduling” mean?	It can often be hard for some families to schedule and keep weekly reoccurring appointments. We realize that families have a lot going on. “Flexible scheduling” provides families the flexibility they may need. It allows the family to tell ABC what time works for them each week. This may change as often as the family needs it to and is scheduled by the parent one week prior to the next appointment. These appointments can be made by phone or at the check -out desk following each appointment.
Will I see the same therapist each time I receive therapy?	In order to provide the most flexibility to you and your family scheduling with the therapist available that matches your time request is preferred. Even with a policy in place all therapists do get cancels. So sometimes you may get lucky and be able to coordinate with a particular one but this does not meet ABC’s goal of getting your child in consistently. We want your child to meet his or her goals.
If I decide I want reoccurring appointments back how do I do that?	If you find a time that works for you, attend it consistently with timely arrival for at least 4 weeks, and it becomes available on a therapist schedule you can discuss being placed back into a weekly reoccurring appointment.
Things come up and this still does not seem fair and I feel sometimes like I am being punished.	ABC’s goal is to create the best life for as many children as we can. We know that it requires commitment and dedication from the family to do this. We also understand that families have things come up and commitments that they need to attend. Our staff does everything they can to provide flexible options for families. However, ABC is a business and each staff member only has so much available time to give. It is important that the time ABC gives is spent providing successes for families. This requires consistent weekly attendance. ABC wants to makes sure that each and every time slot available is full each week so that we can impact as many children as possible. When a family cancels an appointment this can be a missed opportunity for another family who may be waiting for an available time to have their child’s goals met.



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Billing & Insurance: Frequently Asked Questions

- **What happens after I come in for a visit? How do insurance claims work?**

Each time you come to ABC for a therapy session, a therapist documents what happened during your session in a therapy note. The therapist then identifies certain codes that represent what happened in your session and sends this to your insurance company. Depending on the type of treatment that is best for your child, there could be more than one code billed. Your insurance company examines the codes and lets you and ABC know what you owe, per your specific policy. Each person's insurance policy is different, there is not a general rule for what insurance companies cover and what they do not. It's possible that your insurance company may not cover the codes that represent the care you had at ABC.

- **Is my copay just listed on my insurance card like it is at the doctor's office?**

No. All insurance policies approach therapy services differently. Each person's insurance policy varies. Some families must meet a deductible before they are covered with a copay or coinsurance. Some families do not. It's very important that you call and ask your insurer for an explanation of your therapy benefits including any exclusions that apply to your specific policy. For example, an insurance company may cover speech therapy, but only if the therapy is restorative, like in the case of a stroke. If you call and asked for your benefits, the representative may say that you are covered for 20 visits a year. You must ask for any exclusions to make sure there are not certain circumstances under which they would not cover 20 visits per year.

If you are concerned about the information you received from your insurance company, please call us at 513-755-6600.

- **Why do I have so many claims?**

When you visit the doctor, you go every once in a while. Then a bill is mailed to you a few weeks later after it processes through insurance. At ABC, you visit more frequently, sometimes once or twice a week. Each time you visit for each therapy, a claim is sent to insurance and you may have a balance due for your portion, per your policy.

- **My insurance covers 20 visits per year. Who keeps track of my number of visits?**

You should always keep track of your visits. You should compare this regularly with the treatment facility's records and your insurance company's records.

- **Why don't you send paper bills?**

Each time you are seen for a therapy service, a claim is sent to your insurance company. This claim includes codes that identify what type of service you received. If you are coming in for weekly services, at least one claim is sent per week. By the time you receive an invoice in the mail, more claims would be due. In order to help you keep your balance managed, ABC e-mails you to notify you of any outstanding balances. This e-mail arrives the day prior to your next appointment, so you have time to call and ask questions so you are prepared to make a payment



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when you come in. We want to make sure our families are informed of their balance as quickly as possible, so there are no surprises. E-mail allows us to do that.

Any time you need a detailed statement or an invoice, we are happy to print one off for you. Just call the Administrative Director at 513-755-6600 ext. 102.

- **How can I make sure I understand what will and will not be covered?**

Make a phone call to your insurance company using the worksheet included in the welcome packet. Then call ABC to get in touch with our Insurance Specialist who handles your insurance company. They can coordinate a call to verify that what you were told matches the information your insurance provider gave us.

- **I noticed that I occasionally receive a balance that is slightly higher than my normal co-insurance. Why?**

Every 31 days, a therapist performs a re-evaluation. This is a standard practice that allows the therapist to check for progress made on the current treatment plan. They can then update the goals for the child and collect more input to make sure that their plan of care is accurate. A re-evaluation is an additional code, so you may or may not see a slight jump after the claim processes through insurance.

- **I prefer to pay for a claim once it processes and I get my explanation of benefits. Is that okay?**

Insurance claims can take up to 3-5 weeks to process through your insurance company and often you will have 2-3 claims go through at a time. If you wait until the claims process through insurance, you risk having multiple claims go through at a time. That means if you have a \$30 copay, and three visits go through at the same time, your balance would jump up to \$90 due. Consider this as you plan for your payment options.

- **I have a deductible that I must hit before any coverage is provided, so I am essentially paying for therapy out of pocket until then. How does this work?**

If you chose to send your claims to insurance so they count towards your deductible, please be aware that you will be responsible for the balance that your insurance company reports. For many families, it's helpful to wait until the claim processes through your insurance company before paying in full for the visit. That way you can see what balance your insurance company says you are responsible for.

Because claims can process through your insurance 2-3 claims at a time, we recommend that you off-set the potential for a large balance by paying \$50 for each discipline each time you come in.

- **So what's the recommended way to handle my payments while my child is seen at ABC?**

We recommend paying the amount due for each visit when you come in for treatment. That way no balance accumulates. If you are working towards a deductible as stated above, then you should pay \$50 for each therapy discipline each time you come in. If you have other concerns, please contact the Administrative Director at 513-755-6600, ext. 102 to make alternate arrangements.



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Financial Communication

How will I know what my account balance is?

ABC communicates patient balances through e-mail. We have found that this is the best way to give you the most current information regarding your account and it significantly decreases the chance of any overpayment. Our helpful accounting department is always available to discuss questions about your insurance coverage, your balance, payment plans, and alternative funding resources. We are committed to making therapy possible for all families!

When will I receive my account balance e-mail?

Account balances are e-mailed to you 1 day prior to your appointment. You will receive an encrypted message from our main office in West Chester, where our accounting department is housed. Please sign up through the encrypted e-mail message and keep track of your username and password. If you need support with the service, do not hesitate to contact the patient services team at your location. Questions regarding the balance can be directed to Jaimie Smith at 513-755-6600.

I need paper copies and detailed statement for each date of service for my flex spending or health savings account. How can I get these without paper bills being mailed to me?

Let the Patient Services Coordinator at the front desk know what Dates of Services you need included on your detailed statement. The front desk can print them or they can coordinate with the accounting department to get you the statement that you need. You can receive these at your regular appointments, or through the secure encryption e-mail as discussed above.

How can I ask questions about my account, insurance or balance?

You may reply to any e-mail sent to you regarding a balance. Please the instructions in the balance e-mail to do so properly. You can call the accounting team anytime at 513-755-6600. It is always best to ask questions if you have any confusion or concerns.



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Benefits Worksheet

To avoid owing money you do not expect, it is **your** responsibility to call your insurance company to verify your benefits. Here are some questions to help you when making your call. **Please keep this sheet for your records.**

Is ABC Pediatric Therapy Network in-network? (If your insurance is Aetna, we are in-network)

Deductible: Family _____ Individual: _____

Co-Pay: _____ Co-Ins.: _____

Number of Visits:

OT: _____ PT: _____ SP: _____

Are there any exclusions to the number of visits quoted above?

Will a speech/occupational/physical therapy evaluation be covered even if therapy is not?

Is authorization needed?

Can we get additional visits approved once above visits are exhausted?

Is your policy a calendar year policy?

If you have any questions after receiving this information from your insurance company, please contact our Administrative Director, Shelly, at 513-755-6600.



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Notice of Privacy Practices

****This Notice describes how health information about your child may be used and disclosed and how you can get access to this information.**

The federal government has legislated the Health Information Portability and Accountability Act (HIPAA). The new rules regulate the privacy and accessibility of health information regarding your child's care at ABC Pediatric Therapy Network. We must follow these privacy practices that are described in this notice until it is changed. It takes effect 4/14/03. You may request a copy of your notice at any time as applicable by law. Any changes will be added to this form will be available to you. You may request a copy of this at any time.

Use and Disclosure Information

Treatment-We may use or disclose your child's health information to plan a course of treatment that includes evaluation, goals and treatment approach. At times, your child's medical information may be reviewed by a student intern at our facility. In addition, your child's medical records will be provided to your health plan and referring physician. Your child may receive therapy services in the same room with another child. When in the treatment area or waiting area, your child's goals and data pertinent to your child's treatment may be discussed with other professionals and family members.

Payment-We may use and disclose your health information to obtain payment for services we provide to you/your family member. A bill may be sent to you or your health insurance payer. The information on the bill may obtain information that identifies you, your spouse or your child. This information may include the child's date of birth, diagnosis and procedures or supplies used.

Appointments-We may use or disclose your health information to provide you with appointment reminders (such as voicemail messages, postcards or letters).

Check-In-Your child's name may be called when checking in at our window. Your child's name will be written on a sign in sheet.

Schools and Agencies-We may provide information requested for IEP's, MFE's and evaluations with other professionals. We may disclose your child's information to doctors and other health professionals in regards to your child's care with us.

Other Permitted Uses and Disclosures

To public health authorities charged with preventing or controlling disease, injury or disability. We will notify appropriate persons if we suspect child abuse or neglect.

We may need to provide medical information regarding your child to legal/judicial/administrative and law enforcement person. We may need to send you information regarding your child's care or billing issues through the mail. We may also send you information about groups and programs. This information may come in a marked envelope with our address on it. We will not use or disclose your child's health information without your written authorization.

Patient's Rights

- You have the right to view your child's health record and request a copy of it. There may be a copying and postage fee. You may be asked to show proof of guardianship or parent (driver's license, court order)
- You may request an amendment to your child's record. We are not required to make this change, but it will be noted in the record.
- You may restrict anything in our privacy act by completing a restriction request form. We are not required to honor your request, but will make all efforts to accommodate reasonable requests. You may fax or mail this to us.
- Provide written authorization for uses and disclosures not otherwise permitted by law.

If you believe your privacy rights have been violated, you can file a complaint with our privacy officer or with the Secretary of Health and Human Services.

Secretary-US Department of Health and Human Services
200 Independence Avenue SW
Washington, DC 20201



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