

## **POLICIES & PROCEDURES**

I understand that services for my child may be provided by certified and licensed clinicians as well as behavior technicians and graduate student clinicians working under direct supervision of licensed and professionals doing business for KidPRO, LLC. I acknowledge that no guarantee has been made as to outcomes for my child and that I may terminate services with KidPRO, LLC at any time.

I have been provided information about KidPRO, LLC's policies and procedures, which includes information related to my healthcare rights under HIPAA (together, all policies and procedures are referred to as the "Policies"). I have had the opportunity to ask questions about the Policies. I agree to abide by all of the Policies. If the Policies are updated, KidPRO, LLC will provide me with updated versions.

## **FEE POLICY**

KidPRO, LLC will bill insurance providers for whom KidPRO, LLC is in-network. It is the responsibility of the parent or guardian to file all out-of-network insurance claims if you so choose. KidPRO, LLC will provide all clients with a detailed invoice for services rendered that can be submitted. Please note that it is the responsibility of the parent and/or guardian to contact their insurance carrier to understand their benefits for services.

You will be responsible for any co-payments, co-insurances or deductibles that apply. Furthermore, should your insurance carrier deny or fail to pay your claim, or fail to pay your claim in full, you will be responsible for payment of the services. Our office cannot advise you of your insurance benefits.

Some services that you may seek and some services we may recommend are not billable to your insurance company and will be billed to you directly. Such services include, but are not limited to collaboration calls and attendance at IEP meetings.

Patients will be invoiced for patient responsibility of claims as claims are returned from your insurance company. Invoices are to be paid by the due date. Please update your notifications to receive an email or text when an invoice is available on Central Reach. If invoices are not paid within 4 weeks, sessions will be paused until invoices are paid or a payment plan is written and agreed upon. We reserve the right to deny continuing service to clients who do not comply with payment policies.

## **ATTENDANCE POLICY**

Consistent attendance is the foundation for helping a child make progress in therapy. It is the parent/guardian's responsibility to ensure that a child receiving services misses therapy sessions as infrequently as possible. KidPRO, LLC reserves the right to discontinue treatment if 25% of time/hours/appointments are missed, cancellations are made without attempts to reschedule, or therapy progress is limited due to inconsistent attendance.

If your child is sick, please DO NOT attend your scheduled session. Please cancel your session if your child exhibits symptoms indicating a communicable illness such as (but not limited to) a fever greater than 100.4 degrees, unexplained rash, vomiting, and diarrhea. Your child needs to be symptom-free for 24 hours prior to attending a session. If your child has been diagnosed and is being treated with antibiotics, he/she may return to sessions after 24 hours on antibiotics. Your therapist has the right to terminate your session at any time if she believes your child to be sick and/or unable to participate in the session.

KidPRO, LLC does not follow any school's cancellation policy. If it is decided that the weather is inclement and we are unable to open, your child's session will be cancelled. We will notify you of this through email and on our social media pages. If we are open, but you feel uncomfortable with the weather conditions, you may reschedule your child's therapy session by contacting the office or your child's therapist directly.

Appointments with KidPRO, LLC must be cancelled no later than 8 am the day of a child's session by calling or emailing the office or the therapist responsible for your child's evaluation or treatment session. With the exception of emergency situations, all appointments that are not cancelled by 8 am the day of your child's session are subject to an automatic \$50 late cancellation fee. Sessions in which a therapist arrives at the location of the session and is unable to conduct the session (child is asleep) will result in a \$50 late cancellation fee.

Appointments that are missed without advance notice to KidPRO, LLC are considered a "no show" & will be charged 50% of a child's regular treatment session fee. Sessions to which you are more than 15 minutes late to or leave early from will be billed at our private pay rate. All no show and late cancellation fees will be included in your monthly bill and are not covered by third party payers.

## TREATMENT POLICY

Parents must remain on site during treatment sessions. If a parent intends to leave, they must complete a release packet.

A copy of any relevant/current diagnosis or treatment plan (ASD diagnostic report, IEP, etc.) must be submitted during the intake policy before treatment can occur. Parents are responsible for reporting all relevant diagnoses and any potential risk behaviors which may include harm to self or others. Parents are required to participate in treatment delivery. Non-compliance with parent training may result in discharge from treatment.

Treatment may be terminated at any point by the parent. The provider may terminate services as a result of 1) no longer requiring treatment, 2) the provider is no longer able to provide appropriate service (i.e. transfer to more intensive program or school-related goals), 3) non-compliance with treatment, 4) inappropriate caregiver behavior, 5) delinquent accounts, 6) the caregivers are not actively involved in care for 2 consecutive weeks.

Should termination of services be recommended for a reason other than no longer requiring treatment or requiring a transfer to a more appropriate provider or level of care, KidPRO staff will engage in the following activities prior to discharge.

1. A first meeting will take place between the therapist and the caregiver regarding concerns leading to consideration of terminating services and devise an action plan to maintain services.
2. If action plan is not met, a second meeting between the therapist, caregiver, and KidPRO leadership will review the actions required to maintain services.
3. If action plan continues to not be followed, a third meeting with KidPRO leadership, the caregiver, and the therapist will take place to discuss discharge including referrals to other local providers, a plan for transition away from KidPRO, and a discharge summary.

For clients who are referred to more appropriate service delivery models or levels of care, the following will take place.

1. A meeting between therapist and caregiver regarding recommendations and referrals to more appropriate providers.
2. A 30-day plan for transitioning, parent training, and discharge with full discharge summary.

KidPRO, LLC has adopted a client complaint/grievance procedure providing for prompt and equitable resolution of complaints. All complaints must be submitted in writing even when also expressed verbally. Complaints should be directed to the lead staff member on your team or directly to leadership if the complaint involves the lead staff member on your team. Please do not direct complaints of any kind to Behavior Technicians. A full investigation by appropriate staff will be conducted in a timely manner with feedback provided to the person filing the complaint. If you would like to contact the BACB, their direct number is 1-720-438-4321.

## COMMUNICATION POLICY

It is our priority to protect your private health information.

I understand that KidPRO, LLC uses treatment rooms for therapy. Because of this, it is possible that a patient's presence could be incidentally observed by others passing through our facility or that a patient's name might be overheard. I understand that if there are matters I want to discuss in confidence, I should ask to be shown to a private room.

KidPRO uses HIPAA compliant, secure methods for communicating with parents including our parent portal through CentralReach and Google Voice phone services. You will receive the direct phone/text line of each of your therapists through which you can communicate. Emails will be sent through CentralReach messaging.

It is our policy to keep your primary care physician and other relevant team members up to date to best serve your child. Progress Reports will be faxed to your primary care provider following re-evaluations and treatment plan updates. If you would like these reports sent to additional team members, please add them to your PHI release form and let your team lead know.

Please refer to this guide to determine who to contact regarding different topics:

- RBT- immediate scheduling issues (running late, last minute cancel)

- BCBA- overall schedule, programming, treatment planning

- Admin- billing, insurance changes, invoices

All communications must remain considerate and professional. KidPRO will not tolerate any inappropriate communication including, but not limited to, harassment, threats, bullying, or any hateful, obscene, or profane language.