



## PAYMENT AND CANCELLATION POLICY

(Effective 9/1/10)

**Payment for therapy sessions is required at the completion of each appointment with your child's therapist.** A superbill will be provided to you at that time, showing the amount due and paid, as well as all necessary coding required by insurance companies. Payments can be made by check, cash, or credit card at the Annandale or McLean office. **Therapy sessions are inclusive of the time for writing treatment notes, parent feedback, billing/payment, clean-up and preparation.** Accordingly, direct treatment time with your child for a one-hour session would be 45-50 minutes, 35-40 minutes for a 45 minute session, and 25 minutes for a half hour session.

**If your child is being evaluated for services, we require full payment at the time of the assessment.** The evaluation cost will depend on the amount of testing done and the time required for interpretation, scoring, consultation with additional professionals, etc.

We are not participating providers for any insurance company and therefore submission of invoices/claims is the responsibility of the patient's family.

**Two week notice is required to alert your child's therapist to any unexpected termination of service.** A fee equal to 2 weeks of service will be charged without this notice.

### CANCELLATIONS:

In order to ensure your child gets the most out of his/her therapy program and that our therapist's available time is maximized, we must adhere to the following strict cancellation policy:

- **24-hour cancellation is preferred whenever possible; however, you must notify the office/therapist by 8:00am on the day of your appointment to avoid incurring a fee.** Please leave a message in your child's therapist's voice mailbox if someone is not personally available to take your call. The machine will record the day and time of your call. **Email cancellations are *not* acceptable unless made one week in advance of your scheduled appointment.**
- **All no-show appointments or appointments cancelled after 8:00am on the day of your child's scheduled session will be charged the full therapy fee.** This is necessary due to therapist's time spent planning and setting-up for that particular session and her/his inability to see another child during that time slot with late notice. **Makeup appointments are strongly encouraged; however, you will still be expected to pay for the missed session as well as the makeup session, unless made-up on the day of the missed appointment.** Cancellations due to an emergency will be reviewed on a case by case basis; this includes your child becoming sick while at school. A waiver of the late cancellation charge is not guaranteed.
- **Should you fail to cancel an appointment and/or not show up at your scheduled appointment three times during the course of your child's treatment, therapy will be terminated.** The same will hold true for frequent cancellations without rescheduling. You will be billed for any outstanding balance.
- **If you arrive late to an appointment, you are still responsible for the full session fee.**

- An 85% attendance rate is essential for your child's progress. Therefore, **during the 10 month school year, only 6 cancelled sessions are allowed for a once/week scheduled session or 12 for a child who is scheduled to receive treatment twice/week. After your cancellation limit has been reached, you will be charged for ½ of the treatment session rate for each subsequent cancellation, if you're unable to reschedule within 2 weeks of the cancelled appointment.**
- **Skill Builders will close on Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, and Independence Day.** Cancellations beyond the stated holidays will count toward your child's cancellation limit.
- Scheduling makeup appointments is strongly encouraged to ensure consistency in your child's treatment program. If scheduled within two weeks of an on-time cancel, the missed appointment will not count against your child's allowed missed sessions. This is, however, dependent on therapist's availability and therefore not guaranteed.
- **GROUP – This cancellation policy also applies to group therapy sessions, however, make-up appointments are not generally available. Frequent cancellations will result in a loss of your group treatment spot as one child's absence affects the entire group dynamic and progress.**

**Any questions regarding this policy should be directed to Cari Syron, Clinic Owner and Director, at 703-941-7757 x101.**