

# Chatterboks Speech Therapy, P.C.

Kristin R. Wells, M.S., CCC-SLP, Owner

## Policy Information

Hello! We'd like to take a brief moment to introduce Chatterboks Speech Therapy, P.C., which is a pediatric speech-language pathology company. We are private practice therapists and have a Master's Degree and our state and national licenses in speech-language pathology. Currently, our company includes four therapists, Kristin Wells, Lindsay Park-Campbell, Dennise Prosser and Allie Stalpes. We all have experience working with children and a strong passion to see your child reach his/her highest potential. We serve children from birth to 18 years old with a range of diagnoses. We use a play-based approach with our clients, which means that treatment sessions include a variety of activities that are motivating to children but are focused around their communication goals. Our ultimate goal is to help your child to communicate in the best way he/she can, and playing together is a great way to motivate them!

## Physical and Occupational Therapy Services

As of January 1, 2014, we are pleased to include Optimal Therapy for Kids, LLC as a partner business contracting with Chatterboks Speech Therapy, PC for in-home physical and occupation therapy services. Optimal Therapy clinician's all have experience with the pediatric population and hold the same play-based treatment philosophies that we utilize with our speech therapy clients. We are now able to provide excellent pediatric therapeutic services for children in the mid-valley. The following policy information applies to all of our therapists.

## Treatment sessions

An adult caregiver must be present in the home at all times during sessions. Parents are welcome to observe all sessions and participate if the child is not too distracted. There is always time at the end to review if parents do not observe or overhear the entire session. This is also time to discuss and practice homework activities and ask any questions. We strongly encourage carryover of therapy goals into everyday conversation with your child, as this is the fastest way to help develop new skills in a variety of settings. Feel free to ask us questions about what you can do on a daily basis to interact with your child in a loving yet teachable way.

Treatment sessions are generally one hour unless otherwise determined. Therapists aim to have 50-55 minutes of direct therapy and the last 5-10 minutes for parent review and homework. If for some reason the session must be terminated (emergency excluded) within 30 minutes of the start time, a lesser fee will be charged for that session. If the session must be terminated more than 30 minutes after the start time, the regular rate will be billed. Examples include, but not limited to, forgotten change in plans or child tantrum that cannot be regulated.

### Payment

CSTPC clients will be billed through insurance, if available. CSTPC is a contracted provider with Regence Blue Cross Blue Shield of Oregon, HealthNet of Oregon, Pacific Source, Providence, ODS/Moda Health and Tri-Care West. All other insurance plans will be billed as an out-of-network provider. The exceptions are Oregon Health Plan, Keizer Permanente, as these plans do not cover out-of-network providers. The CSTPC billing specialist is responsible for submitting claims to insurance on a bi-monthly basis. Invoices for deductibles and remaining copays are sent directly to the clients the first week of each month through Heritage Billing Service.

If you do not have speech/language therapy as a covered service on your insurance plan and wish to pay privately, reduced rates apply. Please see attached rate sheet for specific rates.

\*\*\* Attention United Health Care (UHC) clients\*\*\* Payments are due in full from the client, regardless of specified benefits. We do not bill UHC. Clients who wish to submit sessions directly will be provided with the form and proper codes in order to do so on your own.

**A late fee of \$25 will apply for payments not received within 30 days.** If you contact Kristin Wells, temporary special arrangements can be made if needed. Prompt payment is appreciated. Payments for all client charges can be made by cash, check or credit card (VISA, Mastercard and Discover only).

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