

NAME OF CLIENT: _____

GENERAL POLICIES AND PROCEDURES

**PENINSULA ASSOCIATES IS COMMITTED TO PROVIDING
THE HIGHEST QUALITY SPEECH, LANGUAGE AND LEARNING SERVICES
FOR OUR CLIENTS, COLLEAGUES AND COMMUNITY.**

FEE SCHEDULE AND PAYMENTS

Peninsula Associates' current fees are summarized on the enclosed sheet. Cost-of-living-adjustments (COLA) are made annually in January. PA clients are invoiced monthly via e-mail and have three payment options: debit card auto-pay, credit card auto-pay, or payment by check or cash, as detailed on the BILLING-PAYMENT POLICY AND PROCEDURES sheet.

CONSULTATIONS AND EVALUATIONS

A CONSULTATION is usually a one-visit appointment in which verbal feedback is provided and a chart note is completed. Consult sessions are billed at the time the service is provided and full payment is due at that time. A receipt is sent at the end of the month.

An EVALUATION is a more extensive assessment of speech, language and learning skills and often involves an extended appointment or several sessions. Verbal feedback is given AND a formal Evaluation Report is written and sent within two weeks. An invoice is sent at the end of the month and payment is due within 30 days.

TREATMENT, ATTENDANCE AND REPORTS

Monthly invoices for THERAPY are sent by the 7th day of the following month. Payment in full is due within 30 days and by the next billing cycle. Payment problems (e.g., returned checks, insufficient funds) will result in a client's treatment program being discontinued until the account is current.

Regular ATTENDANCE is important for an effective therapy program. If a session needs to be cancelled, clients must provide 24 hours notice by leaving a message with their clinician: (650) 324-0648 (Menlo Park), (650) 349-8717 (San Mateo), or (831) 247-8126 (Santa Cruz). Messages may be left 24 hours/day, 7 days/week. Sessions not cancelled with 24 hours notice and "no show" appointments incur regular therapy charges.

WRITTEN REPORT FEES include the time required to analyze data, summarize findings, formulate a diagnosis, offer recommendations and write the document. A written Progress Report is required for all clients at the completion of treatment; the report fee will be listed on the final invoice.

INSURANCE

HEALTH INSURANCE may partially cover speech-language therapy fees. Clients should consult their benefits administrator to determine coverage and clarify policy requirements. Peninsula Associates does not bill or accept direct payments from insurance carriers—our clients pay all invoices monthly. Many PA clients submit insurance claims for PERSONAL REIMBURSEMENT. We have designed PA invoices to expedite these claims and often provide additional information (e.g., chart notes) which insurance carriers may require. If an insurance company mistakenly pays PA directly, we immediately endorse and mail the check to the client. Clients are responsible for keeping all accounts current, despite pending insurance reimbursement.

Signature: _____

Date: _____

Printed name: _____

Relationship to client: _____

120A Santa Margarita
Menlo Park, CA 94025
(650) 324-0648

760 Polhemus Rd.
San Mateo, CA 94402
(650) 349-8717

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(831) 247-8126