



Playworks-Pediatric Therapy Services
12880 Hillcrest Rd. Suite 102
Dallas, TX 75230
972.387.1100 / fax 972.692.7332

Please read the following information carefully. This copy should be retained for future reference.

OFFICE HOURS:

Monday – Friday : 8:00 a.m. – 6:00 p.m. Closed: 12:30 p.m. – 1:00 p.m.

FEES:

Evaluations: \$200.00 - \$400.00 depending on time required. This fee includes individual assessment of your child, scoring and researching information, family conference and written report.

Individual Therapy Sessions

Our sessions are billed at \$140 per session which includes 45 minutes of direct client-patient time and 5-8 minutes of feedback

Success in therapy is also dependent on the therapist's ability to discuss daily progress and make suggestions for supporting goals at home. Please be available the final 5 minutes of your child's session for that purpose. If additional time is needed, please arrange a more convenient time with your child's therapist.

Depending on the clinician's availability and the child's needs, home and school sessions may be available. This service is also dependent on the location of the child's school or home.

Home/School Sessions – billed at rate of clinic session, with the addition of travel time.

Group Sessions – fee will be outlined in the current contracts.

School Observations, Conferences and Consultations - \$100.00 per hour, with the addition of travel time.

Travel Fee - 0 – 5 miles, no charge; 6 – 15 miles, \$10; 16 miles and more, \$20.

BILLING:

- **PLAYWORKS** is a Fee for Service practice. Payment is expected at the time services are rendered. Statements are mailed at the beginning of each month to serve as a record of therapy and payments. A late fee of \$25.00 per month will be assessed for failure to pay.
- **Clients with a balance exceeding \$750 will be placed on hold until the balance has been settled. Clients placed on hold will lose their time slot with their therapist. It is the responsibility of the client to keep their balance current.**
- Benefits are based upon the agreement that the insurance company has made with the policy holder. It is the responsibility of the policy holder to know their coverage. As a courtesy to all clients, we will assist in filing your medical insurance and will attempt to verify coverage. **Playworks** does not guarantee coverage or rate of coverage. It is your responsibility to keep us informed of any changes that are made in your insurance coverage. **Regardless of insurance, it is the responsibility of the client to keep their balance current.**

- **PLAYWORKS** is an in-network provider with Blue Cross Blue Shield, United Healthcare, and Cigna (OT only). We will file charges and accept payment directly from your insurance company. You will be responsible for deductibles, co-pays and disallowed charges.
- We accept VISA, Mastercard, American Express, checks and cash for payment of services.
- Please make checks payable to: Sandra U. Buttine. Please note that all charges will reflect the name "Sandra Buttine." There will be a \$25.00 charge for all returned checks.

SCHEDULING:

- Your child's therapist will arrange for a weekly standing appointment. If changes need to be made, please give your therapist plenty of notice so that they can accommodate your request.
- Consistent attendance is very important to your child's progress. Please make Occupational and Speech Therapy a **priority** when scheduling your child for extracurricular activities. Frequent absences or cancellations will jeopardize your child's progress and permanent schedule. Please arrive on time to your appointment. Schedules run very tight throughout the day, please be respectful of the therapist's time and clients scheduled after you. Please make every attempt to reschedule cancelled appointments.
- **Cancellations must be made by 9:00 a.m. the day of therapy. Late cancellations and no-shows will result in being charged the total amount of your child's session. No exceptions will be made. Please speak with or leave a voice mail with the office manager when cancelling an appointment. 972.387.1100 ext. 100**
- **PLAYWORKS** makes every effort to minimize illness and the spread of germs. Please help us by keeping your child home when sick. If a family member has been diagnosed or been exposed to any disease or illness, please keep your child home. If your child stayed home from school due to illness, please be respectful and cancel your therapy session. This includes excessive coughing and green nasal discharge. Fever, congestion, vomiting or diarrhea must have cleared for 24 hours before coming to the clinic. The therapist reserves the right to send a sick child home.

MISCELLANEOUS:

- Your child will be moving during therapy. Please have them wear comfortable clothing that will allow for movement and keep them safe. Typically, your child will be barefoot during therapy sessions in order to provide them with a grounded footing. If your child is wearing a dress, please be sure to have them wear shorts or bloomers that covers their underwear or diaper.
- Cell phones and iPads are not welcome in the treatment space as they are distracting to ongoing sessions. **We ask that all phone calls be taken outside.** Out of the courtesy of others, please do not engage in cell phone calls while in the waiting room.
- Parents may leave the clinic during their child's therapy session. However, we ask that you leave a phone number of where you can be reached in case of an emergency. **Please return 5 minutes prior to the end of your child's session so that the therapist can update you on the session.** Tardiness will result in a charge equivalent to the therapist's billing rate.
- **Parents, or a significant adult, are responsible for the children while in the waiting room. Children can never be left unattended. This includes the beginning and ending of their session.** Please do not expect the office staff to be responsible for your child. Our waiting room opens onto a busy parking lot. For your child's safety we ask that children not leave the building without being accompanied by an adult.
- Parents or guardians are also responsible for all siblings while waiting. Please keep their activity and noise level to a minimum. We also ask that you help them in cleaning up before you leave.
- **No food or drinks are allowed in the waiting room.**
- Please inform us of any food allergies so that we can help your child make appropriate snack or treat choices.
- In the case of inclement weather, the clinic may close or delay its opening. Please call the office to check the outgoing message. Your therapist or the office manager will also call to inform you of the status of your child's appointment.
- Please be mindful that many of our children are highly sensitive to odors. Please refrain from wearing strong cologne and perfume while in the clinic setting.