



PAYMENT AND CANCELLATION POLICY

(Effective 09/08/2015)

Payment for therapy sessions is required at the completion of each appointment with your child's therapist, with the exception of group and offsite visits which are billed monthly. An invoice 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. Credit card information can be retained for easy billing in subsequent sessions. **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.

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:

When you schedule an appointment with our clinic, you are *reserving* the therapist's time. 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 leave a voicemail for your child's therapist by 8:00am on the day of your appointment to avoid incurring a full session fee. Email cancellations are *not* acceptable unless made one week in advance of your scheduled appointment.**
- **All no-show appointments will be charged the full therapy fee.**
- **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 (**missing more than 6 weekly sessions per school year**) 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.**
- **Skill Builders will close on Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, and Independence Day.**
- **Scheduling makeup appointments is strongly encouraged to ensure consistency in your child's treatment program but are only available per therapist availability.**

Skill Builders

Speech Language and Occupational Therapy Services



- **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.
- **OFFSITE** – This cancellation policy also applies to offsite visits (school, home, etc.). You are responsible for letting your child’s therapist know when your child will miss a session due to illness, field trips, and holidays. Without 24 hour notice, you will be charged for the missed session.

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