



☎ 316.618.1252 f: 316.869.2277 www.theraplayspot.com 560 N Exposition, Wichita, KS 67203

Financial Policy

TheraPlay Spot believes that part of receiving quality care is having clear communication, including about our financial policy. We are here to provide you and your family the best care possible.

- 1. Payments:** Payment is generally expected on the same day of services, which includes clinic, school, daycare, home, or other community visits. If your child receives therapy services outside of the clinic, we require that prior payment arrangements be made. Monies due include—but are not limited to—co-pays, co-insurances, deductibles, out of pocket amounts, and any non-covered charges from your insurance company.
 - 🐾 If you would prefer to be invoiced for services, you will need to make prior arrangements with our billing department at 316-854-8258. Timely payments are expected for the services already rendered to your child. All balances more than 30 days past due will have a 5% monthly finance fee applied to your total balance until your account is current.
 - 🐾 We accept all major credit cards, health savings cards, debit cards, checks, money orders, official checks & cash. All returned checks will have a \$35 return check fee added to the balance due.

- 2. Collections:** Accounts will be turned over to a collection agency if your bill becomes 90+ days past due and you have had no communication with the billing office. In the event that your account is turned over to a collection agency, you will be responsible for any and all related fees, which may include late fees, interest, collection agency fees, court costs, and other fines or fees.
 - 🐾 In the event that you fall behind on your payments and wish to avoid being turned over to a collection agency, you must maintain contact with the billing office and work out some type of payment arrangement to settle your bill. Call 316-854-8258 to remain in compliance with our financial policy.

- 3. Insurance:** We are participating providers with most insurance companies. We will file insurance claims for reimbursement for services. Please remember that insurance is a contract between you as the member and the insurance company, and is separate from TheraPlay Spot. Not all insurance plans cover all services. If your insurance company deems that services provided are not a “covered service,” then you will be responsible for the cost of any services already rendered to your child. Additionally, if you receive payment from your insurance company, you are held fully responsible for any and all monies owed from the services already rendered to your child.



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- 🐾 **Important notice about insurance changes:** It is your responsibility to keep the office informed of any and all insurance changes—which includes any relevant secondary insurance—prior to the changes. In you fail to notify the office, and claims are sent on your behalf to the incorrect insurance company, or if secondary insurance is not billed because we did not have that information to do so, you will be responsible for the full amount due.
 - 🐾 As a convenience to our clients, if you would like us to file another claim to the new/correct/secondary insurance company on your behalf (so you don't have to do it yourself), we charge a \$20 reprocessing/convenience fee per date of service we refile.
4. **Late-Cancel or No-Show Fee:** Our attendance policy is strictly enforced, if you should owe a Late-Cancel fee or a No-Show fee, we will automatically charge your card on file. If you do not have one on file, it is expected that the fee must be paid at or before your child's next scheduled visit. If you are unable to pay this fee, you will need to communicate with the billing department prior to your child's next visit. You can call the billing department directly at 316-854-8258.
 5. **Release of Information:** I hereby authorize TheraPlay Spot to release any and all information needed to receive payment for services rendered to governmental agencies, insurance carriers, or others who are financially liable.
 6. **Divorced/Separated Parents:** TheraPlay Spot is a neutral party to custody issues. Our loyalty is to the child by providing the best care possible. By signing below, it is understood that the adult who checks the child in on the day of service accepts responsibility for any payment due. Our office does not promise to send bills or records to the other parent/guardian for issues of payment or communication. We will communicate about treatment and payment with the parent/guardian who brings the child to their therapy appointment. If one parent is responsible for medical costs, then call the billing department at 316-854-8258 to make payment arrangements. Parents are fully responsible between themselves to communicate with one another about issues regarding treatment, payment agreements, or other therapy-related and financial issues.

I have read and understand TheraPlay Spot's financial policy and I agree to the terms set forth. I also understand and agree that such terms may be amended by the office from time to time.

Signature

Date