

### 13. Our Policies & Procedures

Learning Dreams LLC Educational and Therapeutic Center  
5103 West Pierson Road, Suite 3, Flint, Michigan 48504  
Phone: (810) 391-2923 / Fax: (810) 391-2968

#### Policies & Procedures - Effective June 1, 2018

Learning Dreams would like to welcome you to our facility. We are pleased that you have chosen us to provide care to your child. The following is a summary of our policies for our program. Please retain this information for future reference.

##### DRIVE TIME:

If you choose to receive therapy services in your home, your clinician will charge the hourly private rate for drive time to and from the clinic in fifteen minute increments. The private pay is \$200 per hour. If it is the case that your insurance company does not cover drive time, these charges will be the direct responsibility of the client. These fees will be billed to you at the end of each month.

##### MILEAGE:

Mileage for our therapy services is charged directly to the patient and is not covered by insurance. The current mileage reimbursement is \$0.55/mile from the clinic to your place of residence.

##### ATTENDANCE:

In order for patient to receive the maximum benefit from therapy services, it is important that you attempt to keep all scheduled appointments. We understand that there may be times that attendance is not possible (illness, family emergency). However, **THE PATIENT MUST ATTEND AT LEAST 80% OF THEIR SCHEDULED THERAPY SESSIONS OVER A THREE MONTH PERIOD (10/12 SESSIONS) OR RISK BEING REMOVED FROM THE SCHEDULE.** Some insurance companies may deny coverage due to a pattern of poor attendance. If you miss a scheduled appointment please work with your therapist to schedule a make-up session. Please be mindful of this when scheduling vacations and other appointments.

##### 1. Illness:

If the patient is sick or has a fever please reschedule your session. If you or your child has experienced vomiting or diarrhea, please make certain you or child have been symptom free for at least 24 hours before scheduling a session. If you are scheduled for an in home session and someone in the household is sick please work with your therapist to reschedule.

I CONFIRM I UNDERTAND THE ILLNESS PROVISION

##### 2. Cancellations:

In the event that the client is ill or if there is a family emergency, please contact your therapist or call Learning Dreams as soon as you are able to do so. 'Late Cancellations' (cancellations LESS than 24 hours prior to the scheduled therapy visit) are costly to our office and will be charged directly to the patient at the therapist's hourly rate. Your insurance company does not cover cancellation fees.

I CONFIRM I UNDERTAND THE CANCELLATIONS PROVISION

##### 3. Late Arrival:

If you arrive for your appointment 15 or more minutes late, you will be billed directly for that time at the

hourly rate of your therapist. This fee will be included in your invoice at the end of the month. Your insurance company does not cover late fees.

I CONFIRM I UNDERTAND THE LATE ARRIVAL PROVISION

#### 4. Late Pick Up:

Our therapists often have back to back appointments scheduled and therefore it is important that you arrive on time to pick up your child. In the event that you arrive 5 or more minutes late to retrieve your child, you will be billed directly for that time at the hourly rate of your therapist. This fee will be included in your invoice at the end of the month. Your insurance company does not cover late fees.

I CONFIRM I UNDERTAND THE LATE PICK-UP PROVISION

#### 5. No Shows:

If you fail to keep a scheduled appointment and have not cancelled you will be charged directly at your therapist's hourly rate. Your insurance company will not cover no show fees.

I CONFIRM I UNDERTAND THE NO SHOWS PROVISION

#### 6. Consumer Rights:

I have been offered a copy of Learning Dreams' Consumer Rights and HIPPA Policies.

I CONFIRM I UNDERTAND THE NO CONSUMER RIGHTS PROVISION

#### COMMUNITY OUTINGS:

If the patient is working on social or behavioral goals, some sessions may take place outside the patient's residence in a community setting (i.e. park, grocery store, etc.). Your therapist may not drive to the location with your child in the car. If a session is to take place in a community setting, you will meet your therapist at the designated location agreed upon.

#### INCLEMENT WEATHER/HOLIDAYS:

Home sessions will not take place on days when the clinic is closed due to severe weather or holidays. Your therapist will work with you to let you know what days they will not be available.

#### PARENT OR GUARDIAN SUPERVISION:

A parent, adult family member (i.e. aunt, uncle, grandparent), guardian, or respite care provider must be present for the duration of every session.