



Patient Contract

Cancellations:

- Please cancel 24 hours in advance of your appointment to avoid being charged. We cannot bill cancellation charges to insurance. Cancellations with less than 24 hours of the appointment will incur a Cancellation Fee at 75% of your regular visit cost. This fee cannot be billed to insurance.
- Cancellations due to illness or emergencies will not incur a cancellation fee. Please notify us as soon as possible if the patient is sick or has been exposed to someone who is sick (fever, flu, diarrhea, vomiting, rash, sore throat, eye infection, etc.)

Make up sessions:

- In the case of absence (child or therapist) we will make every effort to reschedule an extra visit upon request.

Late Pickups:

- We require parents/guardians to return 20 minutes prior to the end of the session. We encourage you to stay on site or nearby. We will charge **\$15** for late pickups, five minutes after session end. Please be aware that late pickups also infringe on other children's therapy time. PTC reserves the right to terminate services for excessive late pick up.

No Shows:

- "No-show" visits will be charged at your regular visit cost. PTC reserves the right to terminate services for excessive missed visits. Excessive missed visits equal 4 or more scheduled sessions that are missed within 3 consecutive months.

Insurance:

- PTC is contracted with and will submit claims to: **PREMERA Blue Cross**. Being a contracted provider does not ensure coverage. If your insurance provider is out of network, we can bill claims as a courtesy upon request.
- If your insurance provider does not approve speech therapy, full payment is your responsibility. Upon request, we can provide you with an itemized receipt.
- It is your responsibility to confirm benefits with your insurance company prior to your first appointment.
- You are responsible to pay any unpaid portions from claims billed to any insurance company.

Payments:

- You are responsible to pay any charges not covered by your insurance.
- Private pay customers: Payment is due at time of service.
- Any unpaid balances over 90 days may be charged interest (maximum allowed by law).
- PTC reserves the right to terminate services due to non-payment.
- We accept checks (payable to Pathways to Communication), Visa, Mastercard, Discover and American Express.

I have read, understand, and agree to the policies outlined above. My signature indicates that I consent to all rules and regulations set forth by Pathways to Communication.

Patient (child): _____

Parent/Guardian: _____ Date: _____