



REIMBURSEMENT POLICY

The family is responsible to call their insurance company and be aware of their benefits. They are responsible to pay out of pocket fees at the time of service. Families need to keep track of the number of visits and if/when pre-certification is necessary. The number of visits and the payment of all claims is the responsibility of the family and not A Step Ahead Pediatric Therapy.

A Step Ahead Pediatric Therapy will call your insurance company, in addition to your call, to verify benefits. This is not proof of insurance payment! We also track the number of visits, as a courtesy, but it is not our responsibility to do so.

A Step Ahead Pediatric Therapy, as a benefit to our clients, will submit claims to your insurance. This again is not our responsibility but is being provided as a benefit to you.

Unpaid claims are called on by A Step Ahead Pediatric Therapy at least every 30 days.

Families should call at least monthly to be sure claims are received and being processed.

After 60 days, A Step Ahead Pediatric Therapy will inform patients of unpaid claims.

After 90 days without payment, the family will be responsible to begin paying on their account balance and private pay future appointments in order to remain on the treatment schedule.

If a claim has been denied and is going through the appeals process, the family must begin paying on the balance and paying for treatment sessions at time of service.

Much of this can be avoided by knowing your policy and following up on your claims. The bills are ultimately your responsibility. A Step Ahead Pediatric Therapy is only required, once treatment is provided, to give you the information to get reimbursed from your insurance company. Submitting the claims is not our responsibility, but a benefit to you.

Please help us to keep our costs down and to continue to provide the best quality care possible.

Thank you,

A Step Ahead Pediatric Therapy

Signature of Parent/Guardian: _____ Date: _____