



Therapy West, Inc. & pLAy Studio

A friendly place to play and grow

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Therapy West, Inc strives to provide the highest quality of services to our clients and families. We believe in partnering with parents to provide all children we serve the best opportunity to maximize their developmental potential.

On November 1, Therapy West implemented a new policy for collection of co-pays. However, we will be reverting back to collection of copays every 2 weeks and credit cards will be charged automatically. Every patient must have an active card on file. Invoices will no longer be mailed; instead they will be emailed to the accounts on file.

In addition, our attendance policy is participation in 80% of all sessions and removal from schedules for no-shows. There are several reasons for us to enforce this policy:

- 1) to maximize the effectiveness of your child's therapy
- 2) to be fair to clients waiting to be serviced
- 3) funding agencies require us to report if clients are not regularly attending as this impacts potential to benefit from therapy services.

At this point, we are making minor changes and enforcing our cancellation policy. The new policy will go into effect January 1st. Please see below for the cancellation policy that pertains to your funding agency.

Regional Center, School District & Easter Seals:

- i. Clients must maintain 80% attendance.
- ii. 2 no-shows results in immediate removal from schedule.

Insurances:

- i. Clients must maintain 80% attendance.
- ii. 2 no-shows results in immediate removal from schedule.
- iii. Cancellations more than 24 hours in advance are not subject to a fee.
- iv. Clients are allowed 3 cancellations per calendar year that are given with less than 24-hour notice.
Starting on the 4th cancellation, the client will be charged a \$75 fee per session when cancelled with less than 24 hours.

Thank you for partnering with us,

Therapy West, Inc.