



## Financial Policy

Thank you for choosing Horse 'N' Around (hereafter HnA) as your therapeutic center. We are committed to providing your child the highest possible quality care. We also strive to keep our fees as reasonable as possible. In order to accomplish high quality care at a reasonable cost to our clients, we have established the following policies.

### Therapy Clients

HnA combines the therapy services of our speech, occupational and physical therapists with therapeutic riding. We are able to file the therapy portion of each visit to insurance. The therapeutic riding portion of each visit, however, is not covered by insurance. The therapeutic riding portion of each visit is covered by a HnA sponsorship which is funded through grants, donations and other fundraising efforts. Due to unforeseen circumstances such as inclement weather, unavailability of volunteers, etc., your child may not receive the therapeutic riding portion at each session.

### Therapeutic Riding Clients

Therapeutic riding sessions are not covered by insurance. The fee for a therapeutic riding session is based upon your child's individual needs and ranges from \$60 to \$80. **Payment is expected at time of service** unless prior arrangements have been made with our executive director. Sponsorships for therapeutic riding sessions are available but must be established with our executive director prior to treatment.

### Private Insurance

Although most of our clients are covered by Medicaid, Medicaid is usually the secondary insurance which means we are required to file claims to your child's primary private insurance first. Medicaid requires that we provide them with the remittance advice or explanation of benefits (hereafter EOBs) from the primary insurance before they will process/pay for services rendered to your child. **It is your responsibility to notify HnA immediately if your primary insurance changes.** If you do not notify us, and we provide services to your child, you will be responsible for paying the therapeutic riding portion of each session.

Because HnA does not participate with private insurance companies (i.e. we are out-of-network), the primary insurance will most likely send the EOBs and payment (if any) to you rather than to HnA. **It is your responsibility to bring all EOBs you receive to HnA.**

Medicaid deducts the amount the primary insurance pays you from the amount they pay HnA. **It is, therefore, your responsibility to pay HnA any amount your primary insurance pays you for services HnA renders to your child.**

### Medicaid

By signing this form, you are verifying the information you have provided for payment under the Title XIX (Medicaid) Act is correct. You are also authorizing the release of all records required so that payment of authorized benefits may be made directly to Horse 'N' Around Therapeutic Riding Center. **It is your responsibility to maintain active Medicaid status and to notify HnA immediately if your child becomes ineligible for Medicaid or if it changes.** If you do not notify us of lost Medicaid coverage and we provide services to your child, you will be responsible for paying for each full therapy session. Medicaid will not reimburse HnA if you receive the same type of therapy on the same day. If you do you will be responsible for the for paying for the Equine Assisted Therapy Session.

### **Client Financial Responsibility**

By signing this form, you are providing consent for HnA to verify insurance coverage for speech, occupational and/or physical therapy services. You are attesting you understand that verification of benefits is not a guarantee of payment and that if payment is not made to HnA by other payers, you will be responsible for the payment for services rendered to your child. (Although HnA makes every effort to provide our clients with financial assistance in the form of sponsorships, we cannot guarantee full sponsorship for all services provided.)

### **Attendance and Cancellation Policy**

Equine-assisted therapy requires the assistance of a therapist, at least one certified therapeutic riding instructor, at least one trained volunteer and a horse. In order to make the best use of each person's time, client sessions are scheduled back-to-back. It is, therefore, imperative that you arrive at least 5 minutes before your scheduled session start-time. If you arrive late for your session, your child will still receive the therapy portion of the session (at the therapist's discretion), but the therapeutic riding portion of the session will be reduced or forfeited altogether (at the discretion of HnA staff).

Because so many resources (human, horse and equipment) are required for each session, we are limited in the number of sessions we offer each week. As a result, appointment availability is limited, and we usually have a waiting list of clients. If we have an opening for your child, you will be assigned a day and time for your child's weekly session. We will make every effort to accommodate your schedule when determining your assigned day and time. Once a day and time have been agreed upon, that will be your child's scheduled session each week unless notified otherwise.

Scientific studies have proven that therapy outcomes are directly proportional to the frequency and number of therapy sessions. It is, therefore, very important that you commit to weekly sessions so that we are able to help your child attain the highest possible outcomes based upon his/her individualized plan of care. We cannot ethically continue to treat your child if we do not see measurable positive outcomes from the treatment we are providing. Help us help your child by keeping your weekly appointment!

**PLEASE NOTE**.....We are unable to bill for services if your child has already received the same service at another location, including school. This becomes a non-covered services and there for you will be responsible for services rendered. Your child cannot receive the same type of service on the same day, this includes school.

We define a **cancellation** as advance notice your child will not be able to attend his/her scheduled session for the week. There is no fee assessed if you provide a minimum of 24 hours advance notice. If you provide less than 24 hours notice, you will be charged a \$40 cancellation fee. It is our policy to waive this fee in the event of unexpected illness. **Please notify both your child's therapist and HnA in the event you need to cancel a session.** We define a **no show** as a missed appointment with no advance notice. A \$50 fee will be assessed for each no show. (Cancellation and no show fees are applied to the therapeutic riding portion of the program to help cover the costs of having a horse and its equipment reserved for your child.)

### **ANY UNPAID INVOICES WILL RESULT IN LOSS OF HORSE!**

Cancellation and/or no show fees are not reimbursable by private insurance companies or Medicaid. You will, therefore, be responsible for paying these fees prior to your child's next session. If you cancel half of your child's sessions within a one-month period, gone more than 2 sessions in a row and/or have two no shows or cancellations not giving 24 hr, HnA reserves the right to discontinue services with the family.

**Thank you again for choosing HnA. If you have any questions regarding this financial policy, please contact our executive director, Kasie Trivett 704-641-2146.**

**I HAVE READ AND AGREE TO THIS FINANCIAL POLICY. I UNDERSTAND AND TAKE RESPONSIBILITY FOR INSURANCE AND PAYMENTS AS DESCRIBED IN THIS POLICY.**

Client's (Printed) Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Parent/Legal Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Relationship to Client \_\_\_\_\_