

The Whole Child, Inc. - Payment Policy 2019

All of our services are private pay. There may be opportunity, based on individual health insurance and the service provided, for clients to seek reimbursement through health insurance on their own, or to use FlexPay if offered by client's health insurance. For more information about why we do not bill to health insurances, please see your website.

*Upon entry to the program **every family pays an initial intake fee** to cover time involved with determining placement for your child. Intake fees (listed below) are based on 2 levels of Intake based on the time involved.

All **overdue accounts** will incur a \$25 late fee every 30 days past due. Accounts that are 60 days past due will be sent to collection unless a payment plan has been approved by The Whole Child, Inc.

If a child is funded by another agency, it remains the parent/guardian's responsibility to ensure that The Whole Child does receive payment and parent/guardian is ultimately responsible for payment of the invoice. If a child receives a stipend/funding support from TWC, that stipend/support is applied only for the term of service or total dollar amount articulated in the Financial Support Award letter.

Group Programs: Payment is expected upon invoice. Reimbursements will be discussed on a case-by-case basis and will be at the discretion of the Executive Director (E.D.) and/or Board of Directors. Payments will not be returned if a participant unilaterally decides not to participate after registering (outside of extenuating circumstances approved by E.D.). **We cannot give credits for missed group classes as staffing is contracted and paid according to the number and needs of children expected.** We appreciate a minimum of 24 hours notice for missed group attendance. If The Whole Child, Inc. needs to cancel a class, we will offer a make-up class or apply a TWC credit to your account. If we have not been informed that the other participants are not attending, and your child is the only one who shows up for a group - we will offer you a credit for the class OR a 30-minute private session. WEATHER related closures will result in a \$20 TWC account credit.

Individual Services: Payments for any individual service **must be made at or before time of service** unless other arrangements have been agreed upon. Clients may request an online proactive invoice in which they can pre-pay for a designated number of sessions to be deducted from as sessions are used. Clients may also request an account statement from our Account Manager at any time. Cash/check accepted or payments can be made online at <http://www.thewholechildmatters.org/services-and-payments.html>.

We appreciate a minimum of 24 hours notice for missed private appointments OR missed group attendance.

For private appointments, absence with less than 24 hours notice will result in a \$25 charge.

**Some of our tutors are Collaborating Subletters & will be paid directly and per their payment policy.*

Services and Fees:

Educational Consultation and Advocacy - **please request full Educational Advocacy Menu of Services*

DIRECT SCHOOL COLLABORATION services: \$75/hour (meetings, observations, reports)

Intakes: Level1 \$30, Level2 \$50 (determination of which Intake is needed will be made by E.D.)

individual social coaching:

Option A. 30 minute session = 30 minutes with client, 15 minutes documentation.

Rate: \$35 for Bachelor's Level SC /\$45 for Master's Level SC

\$15 added fee when coach travels to an off-site location.

Option B. 45 minute session = 45 minutes with client, 15 minutes documentation.

Rate: \$50 for Bachelor's Level SC / \$60 Master's Level SC

Individual special education tutoring by TWC employee - \$60/hour

parent consultation - \$70/hour, with 2 providers \$90

Individual Life Coaching services: \$240 for 4 weekly 1-hour sessions.

Family & Couples Coaching services: \$320 for 4 weekly 1-hour sessions, includes one optional home visit.

Groups: play groups, social groups, homework groups, social empowerment groups:

*fees are set for each group as developed, paid in advance

Checks for TWC services can be written to **The Whole Child, Inc.**

• Electronic payments are subject to a 3% fee as per the electronic transaction service (PayPal, Square)

Fees are subject to change. The most updated Payment Policy and fees are posted online.

I have read and understand the payment policy:

Printed Name

Signature

Date

4/2019