

The Whole Child, Inc. - Payment Policy 2020

All of our services are private pay. In some instances, we can accept Medical Savings Account payments. In the event you are seeking health insurance policy reimbursement for services rendered and you require an invoice with specific information included, it is the responsibility of the client to provide that information. It is also the responsibility of the client to gain authorization and diagnostic & billing codes for these services. *For more information about why we do not bill to health insurances, please see our website.*

Intake & Registration Fees

Intake fees (listed below) are based on 2 levels of Intake.

Determination of Intake Level will be made by the Executive Director.

- Level 1 \$30: up to 30 minute in-person interview, review of Intake Screening Form
- Level 2 \$50: up to 45 minute in-person interview, review of Intake Screening Form, review of outside evaluations/school records and/or consult with school/physician/other provider

Payment for Services

Payments may be made by cash or check. Alternatively, electronic payments via emailed invoices can be made by e-check or a major credit card. Electronic payments are subject to a 3% convenience fee. Fees are subject to change. Clients may request an account statement at any time. Please allow 7-10 business days for statement delivery.

Individual Services: Payments for any individual service must be made at or before time of service unless other arrangements have been agreed upon. Automatic, recurring invoices can be arranged for regular weekly appointments.

Group Programs: Payment terms for each session may vary depending on program length. Details for each session are posted on the website. Automatic, recurring invoices will be set up upon enrollment and delivered via email.

Agency Funding: If a child is funded by another agency, it remains the parent/guardian's responsibility to ensure that The Whole Child receives payment in a timely manner. The parent/guardian is ultimately responsible for payment of the invoice and/or any balance not covered by the agency grant.

Stipend Support: If a child receives stipend support from TWC, that support is applied only for the term of service or total dollar amount articulated in the Financial Support Award letter. Client portion of the invoice is subject to the payment terms for the service provided.

Late Payments

All overdue accounts will accrue a \$25 late fee for 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.

Class Cancellations

Weather related closures will result in a \$20 TWC account credit.

Building/Staffing Emergencies: we will offer a make-up class if possible or apply a TWC credit to your account if not possible.

Missed Sessions

Individual Services: Absence with less than 24 hours' notice will result in a \$25 charge.

Group absences: We cannot give credits for missed group classes.

Regularly scheduled absences/Short-term Schedule conflicts: In the event your child has a regularly scheduled conflict (ex. Scouts 1x per month) or Short-Term conflict (ex. Sports season), prorated payment schedules may be arranged by speaking with the Director of Administration or Executive Director.

Reimbursements

Reimbursement will be discussed on a case-by-case basis and will be at the discretion of the Executive Director 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 Executive Director and/or Board of Directors).

I have read and understand the payment policy:

Printed Name

Signature

Date