



Your child's speech sessions are 30 minutes in duration, twice a week (unless otherwise specified). Some months this will lead to 8 sessions while other months it will result in 9-10 sessions. It all just depends on how the days fall on the calendar. Please know that the indicated time is the time we aim to be with your child; however, extenuating circumstances (cancellations or traffic) may cause us to be a little early or a little late. Therefore, we will need you to allow us at least a 15 minute window on either end of our scheduled time, just in case!

As a suggestion, you may want to invest in a therapy notebook for logging daily activities and suggestions. This will also assist with the carryover of skills. It will allow you to write down behaviors observed, remember questions to ask or list activities to try at home. In addition, a software program is used for treatment note documentation and you will have access to the notes for each session for your records.

Please inform us of any vacation days, cancellations or alternate locations for therapy with as much advanced notice as possible! Don't be rash in canceling therapy if your child isn't feeling well. We are still able to come out to the house/daycare and try to see if they will participate with us. Many times kids who feel a little under the weather actually have some of their best therapy sessions on those days!. A courtesy call to make us aware of the situation ahead of time is fine as well. Try to avoid scheduling doctor appointments on treatment days and/or around treatment times, if possible.

Advantage Speech Therapy Services, Inc. (ASTS) has a 3 strike rule. If you are unavailable for a scheduled appointment 3 times without calling to cancel 24 hours in advance of your appointment, ASTS retains the right to discontinue elective treatment and to terminate services immediately. ASTS kindly requests that you provide advanced notification so that your therapist is aware of your need to reschedule. Additionally, at the discretion of ASTS, excessive cancellations within a given month may result in a termination of the given contract. Furthermore, if you plan to dismiss your child from therapy, a 2 week notification is **REQUIRED** unless otherwise agreed upon. Consequently, if you choose to discontinue treatment you are still responsible for paying for all services that were provided prior to your decision

to discontinue within two weeks of the dated invoice. If you opt out of participating in the sessions during the two week notification, the sessions will be billed to you at the cash rate of \$90.

Please be advised that if we are filing with a private insurance company it is NOT a guarantee of payment and that the turnaround time to get an EOB (explanation of benefits) may initially be 4-6 weeks or longer. By the time we know whether or not your insurance company will pay, we may have accumulated more than one month's invoice. Please plan ahead as you will be expected to pay the balance on all of the invoices. You are considered the payor of last resort if we have received a denial from your insurance company despite what they have told us during the verification process - as it is NOT a guarantee of payment.

Starting in January 2022 a retainer of \$600 for commercial insurance and private pay clients will be requested prior to starting therapy IN LIEU of a credit card on file in order to protect ASTS in the event of non-payment. The \$ will be secured for the duration of therapy and will either be applied to your last payment or returned to you upon discharge.

As our caseloads grow and ultimately changes, we may need to alter your appointment time. This will be due in part to the most logical travel sequence from client to client. You will be notified of any changes as they occur.

Check out our website [www.advantagespeech.com](http://www.advantagespeech.com) for printable ideas and resources. Also, please reach out on any of the following social media sites for additional resources and client interactions. \*Facebook \*Twitter \*Instagram as Advantage Speech and \*Pinterest as Robyn Drothler. Coming 2022 will be a new Facebook Group called The Language Connection.

Thank you for choosing us to help your child grow and learn!

Robyn M. Drothler M.ED. CCC-SLP, Owner

Advantage Speech Therapy Services, Inc. ☎ 404-784-1252 ☎ Email: [robyn@advantagespeech.com](mailto:robyn@advantagespeech.com)