

Pediatric Physical & Occupational Therapy Services, LLC

The offices of Rosemary White, OTR/L & Associates

Main Office

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Clinic Info

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Welcome to our new clients,

We are accepting new clients and look forward to working with you.

Rosemary White is the owner and director of Pediatric Physical and Occupational Therapy Services; she is very actively involved in every aspect of the practice and in mentoring all our therapists. Rosemary lectures extensively nationally and internationally and because of her lecture schedule, which frequently takes her away from the clinic, she is not personally accepting new clients however she works very closely with each therapist and their clients.

Our office is located north of Seattle in Shoreline, WA. Appointments are scheduled in-clinic between the hours of 8 AM and 5 PM, Monday through Friday. We schedule therapy on a weekly basis; individual (one-on-one) therapy sessions are one-hour in length, the same day and time each week.

The initial four treatment sessions are the observation/assessment appointments – the goals for therapy and treatment plan are established at these sessions. The therapist looks at the following primary areas: sensory processing (sensory modulation, sensory regulation, sensory discrimination, and motor planning), auditory processing, gross and fine motor skills, social skills, and behaviors. Occupational Therapy assessments are provided to understand functional difficulties that your child may be experiencing and the unique sensory processing challenges that may contribute to these difficulties. We recommend that both parents attend the evaluation sessions when possible. Please arrange childcare for siblings during these sessions as it is important for you to be able to give your full attention to your child being assessed and the therapist. If upon completion of the initial four assessments therapy is recommended, then the appointment remains confirmed for as long as therapy is recommended. Your Occupational Therapist will not make a “medical diagnosis” however, based on the assessments and clinical observations, together with your concerns they will make recommendations for therapy.

During the initial four treatments, observation/assessment sessions at least one parent is present and included in the sessions. In at least one of the initial four sessions a play assessment (Functional Emotional Assessment Scale, or FEAS) is conducted, in which the parent and child play together for fifteen minutes. The FEAS is a standardized play assessment, during which we are looking to find the types of play that lead you and your child to find enjoyment and engagement. If other standardized testing is appropriate, it may include tests of balance and coordination, gross and fine motor skills, visual perception, sensory perception and/or motor planning. All the initial observation sessions include clinical assessment during which the therapist observes the child's postural and behavioral responses while playing on therapy equipment. Our goal is to work with you. For many families this includes direct coaching of the parents to facilitate engagement and interaction through both play and daily activities. In the fourth session, the therapist will

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conference with you regarding the assessments and their recommendations. If therapy is recommended, they will discuss the goals and treatment plan for ongoing therapy.

The initial four sessions are video recorded, and you have the option to receive a copy of each video. The videos include the therapist's impressions and recommendations given during the sessions and can be shared with anyone that works with your child. We suggest that you use the video of the fourth session as a reference tool until you receive a written report. A written report is usually available approximately 12-16 weeks after the four observation/assessment sessions are complete.

The first steps toward scheduling an appointment:

- Contact the office to provide some basic information, including your main concerns, goals for therapy, and any specific needs your child may have.
- Complete and return the intake questionnaire, contract for services and authorization to exchange information (instructions for completion and return of the intake questionnaire are included on the questionnaire).

Receipt of completed intake information:

Upon receipt of the completed intake questionnaire, we will place your child's name on our appointment list to be scheduled (your child's name will not be on our appointment list until we receive the completed questionnaire). We will do our very best to schedule an appointment as quickly as we can and to make your waiting time as short as possible. However, because appointments often remain filled for extended periods of time, children are placed on our appointment wait list in the order that their intakes are received. Waiting times are currently very long; please call the office for a current estimate.

It is important to contact your insurance company to verify your eligibility and benefits prior to beginning therapy to avoid unexpected costs:

See the letter titled "Referral & Insurance Information" for more detail. If you have a change in medical insurance or receive a new insurance card, please notify us immediately with the new insurance information and the effective date of coverage. In the case of plan changes, we suggest you contact your plan again to confirm your eligibility and benefits.

The cost of therapy services:

The initial assessment and treatment sessions, when scheduled as part of ongoing therapy services, are billed at the rate of \$180 per hour for the first four sessions.

The fee for ongoing Occupational Therapy sessions (non-assessment, from the 5th session forward) is \$155 per hour. If you choose to pay at the time of the session or with a credit card that is on file for automatic monthly billing, then you will receive a 10% cash discount (we do not offer the discount on the initial four observation, assessment, and treatment sessions).

We accept insurance and submit claims for ongoing therapy services; this includes the first four individual, one-hour observation/assessment sessions. It is your responsibility to keep payment of your account current, to keep track of claims, and follow up with your insurance if they are not paid in a timely manner.

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Cancellation Policy:

We have a 72-hour cancellation policy that requires notification of at least 72 hours prior to your scheduled appointment to avoid being charged for the missed appointment. You will be charged for any cancellations and/or missed appointments with less than 72-hour notice prior to the missed appointment time unless the cancellation is due to illness or emergency. We do not charge for missed appointments due to illness or emergency. Please see the letter named "Cancellation Policy – 72 Hour Notice" for more details, including information about extended cancellations.

Standard Billing Procedures:

Charges are posted to your account on a bi-monthly basis, approximately the 1st and 15th of each month. Insurance claims are submitted at the time that the charges are posted to your account.

If we are submitting claims to insurance, you will not receive a statement for dates of service submitted until after your insurance has processed the claims. Statements are sent after claims are processed through insurance. It typically takes insurance companies four to six weeks to process claims. Statements will be mailed every other month.

If you have a credit card on file to cover the balance after insurance; we will first submit claims to insurance, once processed we will post the explanation of benefits and then charge your credit card for the balance after insurance monthly. We do not offer a cash discount for payment of balance after insurance. You will not receive a statement for services when the balance is paid in full. You can opt to receive a basic or detailed receipt for your personal payment. Please check your explanation of benefits from insurance to confirm how the claims were processed.

If you have a credit card on file for automatic monthly billing and to receive a 10% cash discount, your credit card will be billed once per month and the 10% cash discount applied to the entire month's charges. In this case you will not receive a statement but can opt to receive a payment receipt.

If you have billing questions or concerns, please call the main office (206) 367-5853. You are also welcome to email your billing questions to office@pedptot.com. We will respond to your billing concerns promptly. If you reach our voice mail, we will return your call as quickly as possible.

We hope this information is helpful. Please contact us with any further questions.

We look forward to working with you,

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