



32 Spur Circle
Scottsdale, AZ 85251
Office: 480-945-0185
Fax: 480.656-3948

Therapist Policies and Procedures

Welcome Therapist! We are excited to have you on our team of quality therapy providers! Below you will find general guidelines regarding the paperwork policies and procedures for Head to Toe Therapy. Please review each point carefully and initial each page and sign and date at the bottom that you have read and understand these policies. This will enable a smooth process for everyone and will also ensure that you will be paid on time for each pay period.

Consent forms:

- You will occasionally be asked to provide a parent with a consent form and collect it from them at the end of the same session. This form asks parents for necessary insurance and client contact information.
- We ask that this form be obtained from parents and fax or emailed it to the office as soon as possible. All forms must be filled out completely before you can provide therapy.
- Every January we will also ask for your assistance with obtaining updated consents from the parents.
- Any billing related questions or problems with obtaining or gathering information from parents will be dealt with by the office. Please defer such questions politely by telling the parent or guardian that you cannot answer such questions, however they can contact the office and have those questions answered.
- It is the states policy that we must first bill the family's primary private insurance. We can not receive payment from the state, without a denial from the family's primary insurance source.
- Please be aware that the family is only financially responsible for therapy services if their child has not received a DDD assist number, otherwise DDD pays the cost of each therapy session.

Daily Treatment Notes:

- Daily log notes should be completed after each visit. Please document all phone calls and conversations regarding the client as this often is crucial information to keep track of.
- Keep clear, legible, detailed and accurate notes. These notes will impact approval and denial of therapy services for your clients.
- Be sure all daily notes are signed by the parent or caregiver at the time services are provided.
- Please keep these notes on file for 5 years in case they are requested at a later time.

Evaluations:

- You may use any reasonable standardized or formalized tests to evaluate your clients. If it is not possible to use this type of test with a specific client, you may make reference to a standardized test, but you must state in the write up why you were unable to use a standardized or formalized test. If you do not have a standardized test to use, please check with the office.
- Be sure your evaluation states functional and measurable goals as well a detailed description of the clients' capabilities and inabilities. If the client qualifies for services, please include a statement at the end of your assessment section that the services you are recommending are warranted and deemed medically necessary to address the client's delays or deficits as you have just outlined.
- Be sure to only perform an evaluation if you have the consent from the office that we have authorization in Focus and that the date you will perform the evaluation is within the dates authorized for evaluation.

- Complete and email (reports@headtotoeinc.com) or fax your evaluation report with write-up to the office within 1 week of evaluating the client. Please make sure the evaluation includes Head to Toe Therapy current logo.
- Contact the support coordinator and Lorraine to let them know whether you are recommending ongoing services for the client to ensure appropriate authorizations are obtained.

Therapist Reports:

- A report is due for any client that you see more than 6 visits. If you don't see a client more than 6 visits no report is needed.
- You must submit a discharge, dismissal or transfer report for any client in which you cease providing therapy.
- Each month you will receive a list of any reports that are either past due and/or due within the next 30 days.
- We will hold \$1000 per report that is 45 days past due on your paycheck. You will be reimbursed on the next paycheck once each report has been submitted and received.
- Reports maybe faxed (480-65-3948) or emailed (reports@headtotoeinc.com) to the office.

Progress

- Progress reports are due quarterly (every 13 weeks) following the first date of ongoing service provided. Keep track of progress note due dates to avoid late notes which can result in denials for continued services.
- An official **home program must be included with every progress note**, to demonstrate that the family is being trained in and held responsible for supporting their child's therapy goals. Remember to give a copy of the home program and progress report to your parents and review both with them. They can be compiled together on the same document.
- Home programs and progress reports must be submitted to the office (via fax or email) when completed. **These must be received no later than 10 days past the quarter report due date**, as DDD will anticipate a copy within 15 days.

Discharge

- Discharge summary must be provided when the client remains eligible for services yet the therapist cannot accommodate the client's schedule, therapist leaves the company or the client moves.

Dismissal

- Dismissal report must be provided when it is recommended the client no longer requires services.

Transfer

- Transfer reports are when a therapist sees a client and another H2T therapist picks up the same client. We need a summary of progress to date so the receiving H2T therapist knows what has happened during your sessions.

Billing Statements

- Billing statements are due **to the office around the 1st of each month** in order to be paid for the previous month. Please see the current payroll schedule document for due dates and payroll dates.
- Direct deposit payroll will be issued on or before the 7th of each month as long as we receive a legible and complete billing form by the scheduled due date for each month. Any billing received after the due date will be processed and paid the following month.
- You will submit the excel H2T Monthly Billing log with all your clients listed in the patient column. Please read the Monthly Billing Log Instruction document for more details.

- You will still be required to submit your daily notes for any Easter Seals/Blake children that you have on your caseload. We only require the dates of service and any notes for that session. These notes will be sent to The Blake Foundation for processing of these claims.
- You are allowed 15 minutes of documentation time per 45 minutes of treatment. It is your choice if you would like to do your notes in the client's home or on your own time. We would recommend you write your notes immediately after your session to ensure they are accurate when completing your monthly billing.
- A billing template is available on our website at <http://www.headtoeinc.com/therapist.html>

Cancellations:

- You are only paid for cancellations if you are in route to the client's home. You may bill for 1/2 the session (.5) and enter the date in the "No Show Date" field.
- If you do bill 1/2 hour, it must be documented in your daily log note that you used this time on the client (e.g. telephone call to school therapist, treatment plan or equipment need addressed).
- Three consecutive no-show cancellations within a one month period must be reported to the office. We will follow up with the Support Coordinator to alert them of these occurrences.
- You have the right to discharge a client from your caseload for frequent no-show cancellations.
- If you need to cancel a therapy session, please do your best to make it up when possible.

Other Important Information and Expectations:

- If you ever feel uncomfortable or unsafe for any reason in a home please notify the office immediately. You will not be asked to return to any home that puts your health or safety in jeopardy.
- Please avoid changing your schedule often once it is established. Parents get confused with changing times and days, and this keeps the clients from receiving necessary therapy services.
- Try to be timely to all appointments. If you're running late, please call ahead and let the family know.
- Please dress tastefully for your appointments and remember to wear safe footwear.
- H2T is not liable for any injuries that occur on the job, other than those that are reported to the states Workman's Compensation within their timeline requirements. We are not at all liable for any injury that occurs while en route to your clients or from your clients' therapy sessions, or to any meetings you attend regarding your clients or for our agency. This includes automobile accidents that you are involved in. Please drive safely and wear your seatbelt at all times!
- You are not allowed to drive with any client in your car at any time. If this is being asked of you please call the therapy supervisor immediately and refer your client to the therapy supervisor as well!
- If you are ill or feel you might have something that is contagious, please cancel your appointments. Parents do not appreciate you bringing germs into their home.
- Do not forget to wash your toys and hands often. Dirty toys will spread germs between children rapidly.
- Remember to keep an eye on how many hours your clients are authorized for therapy. We will keep track of that in the office as well, but let us know if you notice your authorization has expired.
- Be sure you keep your licensing, auto and malpractice insurance, fingerprint clearance and CPR certification current.
- Let us know if you or your clients have a change of address, phone number or insurance immediately.

Please visit our therapist website for pre-employment and therapy forms, sample reports and upcoming events.

<http://www.headtoeinc.com/therapist.html>



32 Spur Circle
Scottsdale, AZ 85251
Office: 480-945-0185
Fax: 480.656-3948

OFFICE COPY

I have read the documentation requirements and policies and procedures for Head to Toe Therapy and am accountable for all that is comprised within them. I have also received a copy for my files.

Therapist Signature

Date

Witness Signature

Date