



CHILDREN'S
THERAPY
T.E.A.M.

Parent Handbook

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"Parents are like shuttles on a loom. They join the threads of the past with threads of the future and leave their own bright patterns as they go."

-Mr. Rogers



Before Therapy Begins

Q: What is an Evaluation?

A: A Physical Therapy, Occupational Therapy, Speech Therapy, ABA, and Behavior Health Evaluations are assessments of your child's current development. The evaluation helps Children's Therapy T.E.A.M. gain a thorough understanding of your child's skills, case history, challenges, and gifts in each discipline. Therapists use the results of the evaluation to develop a treatment plan for your child. Periodically, your child will be re-evaluated so that the treatment plan can be appropriately updated and modified as your child grows and develops. Typically, your child's primary care physician will prescribe a Physical, Occupational, Speech, or ABA evaluation or reevaluation prior to it being performed.

Q: How do I prepare for my child's evaluation or reevaluation?

A: Read the **Parent Handbook** and complete **required forms** prior to your child's evaluation. You may want to schedule at least one hour to complete these initial forms.

Q: What happens after the Evaluation?

A: Results and recommendations from the evaluation will be shared with you (the parent) within 48 hours of completion of the evaluation. Friday evaluations will be shared on Tuesday. It will take several days for the therapist to complete your child's formal evaluation report. You may choose to inquire with your therapist about the timeline you can expect. When the report is complete, it will be mailed to you. Additionally, if a prescription is requested, Children's Therapy T.E.A.M. will fax or mail a copy to your child's primary care doctor on your behalf. Some parents may choose to personally deliver evaluation reports to their primary care doctor. This may expedite the process.

Q: How long will it take to get a prescription for therapy?

A: If your child qualifies for therapy, your child's primary care doctor may take a few days to over a month to send the prescription to TEAM. This length of time is highly variable depending on the doctor/clinic.

Q: What happens after Children's Therapy T.E.A.M. receives my child's prescription?

A: After Children's Therapy T.E.A.M. receives the prescription for therapy from your child's primary care doctor, you will receive a phone call from a Children's Therapy T.E.A.M. therapist to discuss whether you can be immediately scheduled for a therapy session or be placed on the waiting list.

Q: What happens if my child is placed on the waitlist?

A: You will be contacted for scheduling a therapy time as soon as a spot opens.

Q: What do I need to do before regular therapy begins?

- Thoroughly review this **Parent Handbook**.
- Call your insurance company, if applicable, regarding benefits (see *Guide for Calling Insurance*, p12).
- Provide TEAM with a copy of your child's PASSE, Medicaid, TEFR, AR Kids and/or private insurance card.
- Correspond with your child's therapist regarding scheduling.



Parent Communication

Q: How will I communicate with my child's therapist?

A: Routinely, therapists may use portions of your child's therapy session to collaborate with you about your child's session. Therapists may suggest follow-through activities that will enhance your child's progress. Feel free to discuss challenges and accomplishments you observe in your child's everyday environment. You can leave a message for your therapist on the TEAM line any time. Therapists will do their best to return your call within 24 hours.

Q: Can I receive correspondence through email?

A: Yes. If you consent to email correspondence, we are able to send secure, encrypted email messages which may contain sensitive and protected health information. This information may be read, printed and added to your medical record by Children's Therapy T.E.A.M. employees.

Q: What response time can I expect from emails I send to my provider?

A: If you don't receive a response to an email within a reasonable time period (2-3 business days), please follow-up by calling us. Please do not use email for medical emergencies or for sending time-sensitive information.

Q: How do I set-up a secure email with Children's Therapy T.E.A.M.?

A: We encourage parents and guardians to use the secure *ZixCorp* email system we have made available. Once set up, you can login to your account any time to compose and send a secure message to us. If you have any questions or concerns, contact IT@ChildrensTherapyTEAM.com.

Q: What are the risks of unsecure email and text?

A: There are several risks of sending unsecure email/text messages. Regardless of the level of risk you choose to assume, Children's Therapy T.E.A.M. employees may only use TEAM's secure email system to send emails to you. *Risk of using email/text include, but are not limited, to:*

1. Messages forwarded, printed, and stored in numerous paper and electronic forms.
2. Messages may be sent to the wrong address/number by either party.
3. Messages may be easier to forge than handwritten or signed papers.
4. Copies of email/texts may exist even after the sender or the receiver has deleted his or her copy.
5. Service providers have a right to archive and inspect emails/texts.
6. Messages may be intercepted, altered, or used without detection or authorization.
7. Email may spread computer viruses.
8. Delivery is not guaranteed.
9. Email/text may be viewed by a third party.

Q: How can I approve emails to/communication with a 3rd Party (teacher, lawyer, etc.)?

A: If you would like us to email a 3rd Party (such as a teacher), then please complete TEAM's HIPAA Authorization Form in order to authorize the sharing of your child's medical information.

Q: Can text messages be used to communicate with my provider?

A: It is our duty to notify parents of the risks related to using text messages to share private health information. However, with signed consent, text communication is permitted.

Q: How do I stop email and/or text communication?

A: Please inform Children's Therapy T.E.A.M. in writing if you decide to discontinue using email or text communications.

Q: How do I stay informed about Children's Therapy T.E.A.M. happenings?

A: Visit childrensteam.com to access our community calendar, blog, Twitter, Facebook, Instagram, and more.



Attendance at Therapy

Q: Is attendance mandatory?

A: One of the most important ways parents can support progress in treatment is through consistent, on-time attendance. We understand that emergencies come up and illness occurs making 100% attendance difficult, which is why we are grateful for parental support in achieving an attendance threshold of 80% or greater attendance at scheduled treatment sessions.

Q: Can make-up sessions be scheduled?

A: Missed appointments rescheduled in the same week do not count against the attendance threshold. Call your clinic to discuss the availability to reschedule your child's missed appointment. Missed sessions can be made up, but the session may only be made up within the week the appointment is missed.

Q: Is help available to improve attendance?

A: YES! We have a Family Support Coordinator available to personally work with you and your family. Contact 479-521-TEAM (8326) to inquire. Or, you are welcome to discuss your concerns directly with your therapist.

- ***Is getting in the door difficult because you have multiple young children?***
Our therapists can meet you at your car to help make life a little easier.
- ***Would another treatment time be a better fit?*** We can try to find a treatment time that better meets your needs.
- ***Are you concerned about the cost of therapy?*** We are happy to personally address your concerns.

Q: If my child is sick, how should I let my therapist know?

A: If your child is unable to attend therapy because of illness, please let us know as soon as possible. Our lines are open 24 hours a day, 7 days a week. If we are unavailable or you are calling after hours, please leave a message.

Q: How much advance notice is required prior to an absence?

A: Prior notice of both planned and unplanned absences is expected. Notify your therapist(s) about planned absences, such as vacations and medical procedures, at least 2 weeks prior to the absence.

Q: Can poor attendance result in losing your time slot?

A: If an 80% attendance threshold is missed, a team meeting will be held to collaborate on strategies for improving attendance. If a second monthly attendance goal is missed, consecutively or otherwise, then scheduled therapy sessions may be:

- Reduced to a number considered more manageable for the family
- Put on hold until attendance barriers have been remedied
- Removed from weekly schedule.



Sick Policy

Q: When should I NOT bring my child to Therapy?

A: You should not bring your child to therapy if he/she exhibits any of the following:

- COVID positive (follow CDC isolation guidance)
- Illness symptoms within the last 24 hours
- Fever: temperature of 100° F or 38° C or greater within the last 24 hours
- Diarrhea: Five or more loose, watery stools within 24 hours
- Vomiting within the last 24 hours
- Sore throat or difficulty swallowing
- Rash or spots on skin; ringworm infection
- Severe itching
- Mouth sores
- Eye discharge
- Unusual nasal discharge
- Uncontrolled coughing
- Difficulty breathing, wheezing
- Wounds that are not properly covered

Q: If my child has had problems with head lice, when is it OK to come to therapy?

A: Children's Therapy T.E.A.M. supports the Head Lice Policy of the American Association of Pediatrics. If you know your child has live, crawling head lice, begin a treatment to kill live lice before coming to therapy. The parents of patients diagnosed with live head lice during a session will be advised to go home at the end of the session, begin a treatment regimen, and return to therapy after appropriate treatment has begun. Nits may persist after treatment, but successful treatment should kill crawling lice. Head lice can be a nuisance, but there is no evidence head lice is associated with spread of disease.

Q: What happens if my child becomes ill during a session?

A: If your child becomes ill during a session, the therapist will use his/her discretion in determining whether or not to cancel the session. You will be notified of any illness that arises during therapy.

Q: When can my child return to therapy?

A: Typically, if your child has been symptom-free for 24 hours, he/she may return to therapy. If your child was treated by a physician, your therapist may request a note from your doctor stating that your child may return to activities.

Q: Can Children's Therapy T.E.A.M. administer medications to my child?

A: If you would like us to administer medication, then we must have a documented parent approval note on file (see the Medication Consent in intake paperwork). Additionally, prescription and non-prescription medicines can only be administered if they are in their original container and are clearly marked with your child's first and last name. Prescription medicines need to be dated with the prescription label clearly noting your child's name.

Q: What is Children's Therapy T.E.A.M.'s policy on Scabies?

A: If your child has scabies, or the setting your child is treated in (daycare, school, home, etc.) has had a recent case of scabies, please inform your therapist. After your child's first scabies treatment is complete and/or after measures have been taken to decontaminate the environment, therapy can resume. Upon return, present a doctor's note detailing treatment for scabies.

Q: What should I do if my child is exposed to bed bugs?

A: Notify your therapist right away if there are bed bug issues in your home, your child's school/preschool environment, etc. A member of our TEAM will contact you to discuss precautions that can be taken in order to ensure there is not a disruption in your child's therapy schedule. You may be asked to supply freshly laundered clothing in a sealed plastic bag that your child may put on before therapy. Also, we may seal your child's belongings in a plastic bag upon arrival at the clinic.

Q: What happens if there is an emergency?

A: In the case of an emergency (e.g., unconsciousness, diabetic shock, stroke or TIA, seizure or any other medical condition deemed to be an emergency by a member of our TEAM), 911 will be called and you, the parent will be notified. Any emergency medical services (ambulance, etc.) given to your child will be the financial responsibility of the parent and/or guardian.



Waiting Room & Sibling Policy

Q: Do parents have to drop off in the waiting room?

A: No, parents are welcome to contact the clinic and therapist directly upon arrival. Therapists are happy to meet families at their vehicles and walk the client inside.

Q: Do parents have to stay onsite during therapy?

A: During land-based therapy parents are not required to stay on premises but are always welcome in our lobbies or in treatment sessions. Discuss with your therapist what may be in the best interest of the child.

Q: Can I bring my other children to the clinic?

A: Siblings are always welcome to enjoy our waiting areas. Parents are responsible for supervising their children while in the waiting rooms and restrooms.

Q: What are Children's Therapy T.E.A.M.'s guidelines for waiting room behavior?

A: As a pediatric clinic, we recognize the many joys and challenges of working with children. We understand the importance of supervision in ensuring the safety and well-being of all children. To this end, while in the waiting room and restrooms, close parent supervision is always advised. If your child(ren)'s behavior presents a significant, repeated disruption to others, then our Family Support Coordinator and/or Applied Behavior Analyst may contact you regarding strategies and modifications. In some cases, an alternative waiting space may be required.



What to Bring and Wear to Therapy

Q: Should snacks be sent to therapy?

A: Typically, you will not need to bring snacks or food items, unless your therapist specifically requests it. Each clinic is stocked with appropriate drinks and snacks that your child may be offered during therapy. If your child has food allergies or feeding difficulties, please let your therapist know.

Q: What type of clothing is ideal?

A: Comfortable clothes that allow plenty of room for movement are ideal for pediatric therapy. Avoid heels, sandals, or dress shoes.

Q: Do parents provide diapers?

A: Yes. If your child wears diapers, please send extra diapers and/or pull ups and a change of clothes with your child to each therapy session.

Q: Do all children need to bring backup clothing?

A: No. However, if your child is potty trained but has had a toileting accident of any kind within the last year, then please send a backup set of clothing (shirt, pants, underwear and socks). If your child's clothes need to be changed during a therapy session and his/her extra clothing is not on hand, then your child will be loaned clothes. Please return cleaned clothing items at your child's next visit.

Q: What clothing should be avoided by teenagers (and others) in choosing clothing appropriate for a pediatric setting?

A: Avoid the following wardrobe choices:

- Bare navels or transparent shirts
- Clothing adorned with language or images not well suited for a pediatric setting
- Articles of clothing that expose cleavage, midriff, or buttocks
- Short skirt or short dress (more than 2" above the knee)

Q: What will happen if clothing is deemed inappropriate for therapy?

A: The parent will be notified. The patient may be loaned alternative clothing (if available) or the parent may be given an opportunity to bring alternative attire. If loaned clothing please return cleaned items at the next visit.



Inclement Weather Policy

Q: If schools close, is the clinic closed?

A: No, the clinic will remain open even if schools are closed.

Q: When and how will therapy be canceled if it is unsafe to travel?

A: If your therapist determines that travel is unsafe or if you, the parent, think that travel mitigates against attendance at therapy, either you or your therapist may cancel the session. If your therapist cancels, you will receive a call from a member of our TEAM. If you decide to cancel a session because of the weather, then call to report the cancellation as soon as possible.

Q: Will the clinic post its status on the news?

A: No, because the decision to have therapy depends on individual therapists and individual parents, there is no need for a clinic-wide closing.

Q: What happens if there is severe weather during my child's therapy session?

A: Each clinic has plans detailing safe zones for taking cover as necessary.



Access Policy

Q: Can parents observe therapy sessions?

A: Yes! Children's Therapy T.E.A.M. has an open clinic policy. This means that parents and caregivers are always welcome to attend sessions. Please discuss with your therapist the best time to observe and/or take part in your child's therapy session.

Q: What privacy measures are taken during parent observation of/participation in therapy?

A: Out of respect for the privacy of our clients, therapists may not engage in conversations about any of the children that are concurrently seen by other therapists while a parent is observing in the clinic. Care should be taken to respect confidentiality and privacy.

Q: Children's Therapy T.E.A.M. is a Teaching Facility... what does this mean?

A: Children's Therapy T.E.A.M. offers students opportunities for internships, field work training, practicums, and/or general observations. Students may be used in various support capacities or may simply observe sessions.

Q: What is an example of an "Instructional Use" of my child's information?

A: As leading providers in our respective fields, some therapists engage in both education and research. On occasion, when parent permission is granted, therapists may present patient information such as pictures/videos or relevant case information at professional presentations, trainings, conferences, and/or workshops.

Q: How do parents authorize or restrict use of their child's picture, information, etc.?

A: Consent forms give parents control over restricting or granting use of their child's picture/video/information.



Paying for Therapy

Q: What is an Explanation of Benefits (EOB)?

A: This is a document prepared by insurance companies that informs both you and the clinic about how the company processed a claim for services. The EOB tells you what the insurance company either paid or denied to pay and informs you about what portion of the bill is your responsibility. You should receive these either in the mail or electronically.

Q: Why is Children's Therapy Services, Inc. listed on my EOB?

A: Children's Therapy Services does business as Children's Therapy T.E.A.M. However, insurance companies and state funded programs refer to the company as Children's Therapy Services.

Q: How does billing work?

A: If your child does not have insurance or state funding, TEAM will send the bill directly to you. If you have insurance or state funding, TEAM will first send the bill (*referred to as a **claim***) to the insurance company or relevant state entity. If there is a balance remaining, TEAM will send the bill on to you after the claim has been processed. If your insurance company or state entity denies coverage, you are ultimately responsible for payment. There may be additional fees associated with a co-pay or deductible.

Q: When will I receive my Bill/Patient Statement?

A: You can usually expect a bill approximately five weeks after your child has received services. However, in some cases insurance companies or state entities request additional information from the parent or clinic. This can delay the time it takes to process the bill.

Q: What do I do if I have a question about my bill?

A: If you have questions regarding items that have not been paid by your insurance, we ask that you contact your insurance company or employer, as benefits packages vary by employer. All charges deemed "patient responsibility" after insurance has processed the claim are due within thirty days of receiving your patient statement. If you still have questions after you have contacted your insurance company, you are welcome to contact our Billing TEAM (479-521-8326).

Q: Are co-pays required at the time of service?

A: If your insurance requires a co-pay, then we will let you know at the time of service.

Q: Can I set up a payment plan?

A: Yes. Give us a call to make arrangements (479-521-8326).

Q: What is TEAM's Financial Hardship Program?

A: Children's Therapy TEAM believes that every child who may benefit from therapy should be able to access it. We feel strongly about it. That's why we offer financial assistance to families at every income level, even those with insurance, if the cost of treatment creates a hardship. Therapy may even be provided at no charge, depending on a family's level of need. Please don't hesitate to ask to speak to our Family Support Coordinator to learn more about options. Every child deserves the best we can give!



Cost of Therapy

Q: How much does therapy cost if it is 100% self-funded?

A: Pricing is available upon request.

Q: With private or company insurance, how much does therapy cost?

A: If you have insurance, your cost depends not only on your insurance company, but also on which company plan you have purchased. Additionally, insurance companies periodically change their rates or coverage criteria. These variables all impact your cost. **Call your insurance company directly to inquire using our "Guide to Calling Insurance."**

Q: Is Children's Therapy Service, Inc. in network?

A: While we do our best to stay in-network with the following providers, it never hurts to confirm: *Aetna, BlueCross Blue Shield, CIGNA Open Access Plus, Humana, Humana Military, Walmart Health Scope, QualChoice, United, Optum Health.*

Q: How much does therapy cost with State Funding?

A: Some Arkansas State funding options like TEFRA, SSI, EI and/or Medicaid fully or partially cover the cost of therapy (see *Summary of Current Funding Options in Arkansas*). If your child has received or is currently receiving therapy services from another provider, then contact our Billing Team (479-521-8326). The care must be coordinated to ensure that you don't receive a bill for services.

Q: How might school-based therapy impact payment for services?

Medicaid will not cover services that are provided on the same day as another provider. Please contact a member of our Billing Team (479-521-8326) if you have payment concerns.



Guide for Calling Insurance

TIP: Before You Call

- ☒ **Review this guide**
- ☒ **Gather your child's diagnosis code information** found on the top of your child's evaluation report or call us at 479-521-TEAM (8326) for assistance.
- ☒ **Know provider group information** used to establish in-network or out-of-network claims status under our provider group, Children's Therapy Services, Inc. [NPI 1326008863](#)

Questions to Ask When You Call:

- ☐ Yes ☐ No Does my plan provide coverage for physical, occupational, or speech therapy services?
- ☐ Yes ☐ No Are there any exclusions for my plan (services not covered)?
**Example: Exclusions for Developmental Delay, a Specific Diagnosis, Age, etc.*
- _____
- ☐ Yes ☐ No Is Habilitative Therapy covered by my plan?
- ☐ Yes ☐ No Is Rehabilitative Therapy covered by my plan?

If the services are covered:

- ☐ Yes ☐ No Do I need to meet my deductible before insurance will begin to pay for therapy services?

_____ If Yes, what is the deductible for the year?

_____ How much is currently left before I hit the deductible?

_____ When does my deductible reset?

_____ Once insurance begins to pay, what is my patient responsibility?

_____ Co-Pay Amount

_____ Is the Copayment Amount Per Visit or Per Day?
(sometimes there may be multiple visits per day)

_____ Is there a co-insurance percentage instead of copayment amount?

How many ST, OT or PT visits are covered per year?

- _____ Occupational Therapy
- _____ Physical Therapy
- _____ Speech-Language Pathology
- _____ Are any of these visit counts combined (i.e. OT & PT)?

- ☐ Yes ☐ No Once I have hit my visit limit for the year, is there any way I can request more visits if therapy is still needed?
- _____

TIP: Common Treatment Billing (CPT) Codes

Physical Therapy – 97110
Aquatic Therapy – 97113
Occupational Therapy – 97530
Speech Language Therapy – 92507
Feeding/Oral Motor Therapy – 92526

TIP: Know Your Child's Diagnosis Codes

Diagnosis codes are used by insurance to determine eligibility for services.

TIP: Key Insurance Terms

Habilitative Therapy is therapy performed to gain new skill rather than to recover skills that have been lost.
Rehabilitation Therapy is provided to recover skills lost due to accident, injury, or illness.

TIP: Keep Track of Your Visit Count

This is a parent/guardian responsibility, however if at any point you lose track you can always give our Billing TEAM a call.

TIP: Keep a Record of Your Call(s)

Record the date of the call and ask for a reference number for your call.

Date of call: _____

Reference #: _____



Funding Responsibilities

→ **Tip:** Be proactive and call your insurance provider. Use our **“Guide for Calling Insurance”** as a reference for your call.

Paying for Therapy

The parent/guardian is ultimately responsible for paying for services rendered by Children's Therapy TEAM, including claims denied by insurance.

Awareness of Insurance Plan Coverage

It is the parent/guardian's responsibility to contact their insurance provider(s) to determine therapy coverage. Children's Therapy TEAM cannot quote benefits, however we are happy to answer questions regarding the information received from insurance providers.

Communicating Funding Source Changes

Promptly report funding source changes, including loss of coverage, within 5 business days to the Children's Therapy TEAM, regardless of the status of the receipt of an insurance card.

Tracking Visit Counts

If the insurance plan covers a set number of visits per year, the parent/guardian is responsible for keeping track of when approved visits for the year end. (Parents are welcome to call Children's Therapy T.E.A.M.'s billing office to get a current visit count.) All non-covered visits, including visits that exceed annual allowed visits, are billed at the out of pocket rate or the plan's insurance allowable rate.



State & Federal Funding Options

Q: How do I apply for state funding options?

A: The state now offers one online application for ARKids First, TEFRA, Autism Waiver, and CES/DDS Waiver at <https://access.arkansas.gov>.

- **ARKids First** is full health care coverage for children under age 19 that covers the costs of well-child checkups, doctor visits, immunizations, medications, eye exams, and other medical services. Eligibility for ARKids is based on the size of your family and your household income. While some people do not have to pay any costs for ARKids, some households may have to make payments at the time of service, known as a co-pay, based on their incomes.
- **The Tax Equity and Fiscal Responsibility Act (TEFRA)** is a Medicaid program that can help children younger than 19 years old who have a disability. The program helps these children get Medicaid services that they might not qualify for otherwise. Children qualify for the TEFRA program based on a medical review process. TEFRA covers therapy, well-child checkups, immunizations, eye exams, dental checkups, and more. Some TEFRA clients must pay a monthly premium payment for services which is based on income. If approved for TEFRA, families can apply for The Arkansas Health Insurance Premium Payment Program online at: <https://www.myarhipp.com/>.
- **Autism Waiver Services**
The Arkansas Autism Partnership, or Autism Waiver, provides intensive one-on-one treatment for eligible children ages 18 months through the child's eighth birthday who have a diagnosis of Autism Spectrum Disorder. Treatment, including Applied Behavior Analysis is offered in the child's home and in community settings. To qualify, a child must have an autism spectrum diagnosis, apply before his or her fifth birthday, and meet the financial eligibility and medical review requirements. Available service slots for the waiver are limited.
- **Community Employment Support Waiver (DDS Waiver)**
The Community Employment Supports Waiver, also known as the Developmental Disabilities Services (DDS) Waiver, provides services for people with disabilities in their homes such as care coordination, supported living, non-medical transportation, adaptive equipment, environmental modifications, supplemental support, consultation, and crisis intervention through DDS-licensed community providers. Approval for the Waiver is based on financial eligibility and a medical review process. Available service slots for the waiver are limited. Parents who apply for CES/DDS Waiver become part of Provider-Led Arkansas Shared Savings Entities (PASSE) manage Medicaid payment for services. This managed care model took effect in Arkansas in 2019. Children's Therapy TEAM is in-network with all PASSES.

Q: What is Early Intervention (EI)/First Connection?

A: Early intervention/First Connections provides supports and services for families and their children, birth to age three who have special needs or developmental delay. Children's Therapy TEAM is a certified EI provider. Applications must be made online <https://ardhs.force.com/DDSReferral/s/fcs-referral-intake>
For support call: 1-800-643-8258 or 1-501-682-8158. Email: firstconnectionsreferrals@dhs.arkansas.gov

Q: What is SSI?

A: SSI (Supplemental Security Income) is a federal program that provides disability benefits to children with disabilities who are under 18 years of age. There is an income requirement for SSI. Families can apply online or over the phone: <https://www.ssa.gov/benefits/ssi/> 1-800-772-1213. If you are deaf or hard of hearing, you can call TTY 1-800-325-0778.



Aquatic Therapy Guidelines and Policies

Q: How do I learn more about starting Aquatic Therapy?

A: Parents who think their child may benefit from aquatic therapy are encouraged to speak with their child's therapist(s).

Q: What is required before my child becomes eligible to start Aquatic Therapy?

A: Additional prescriptions from your child's physician are NOT required unless you are increasing your total minutes of therapy per week. There must be an opening at Children's Therapy T.E.A.M.'s Aquatic Center. Parents must sign T.E.A.M.'s Aquatic Liability Release and Assumption of Risk statement.

Q: What is the drop-off and pick-up policy?

A: Your child should be brought back to the pool area, dressed and ready to enter the pool by the time therapy is scheduled to begin, unless other arrangements have been made with the therapist. Timely attendance is important. Three or more late occurrences may result in loss of pool therapy placement. As with any swimming pool setting, there are evident risks involved. Please be mindful of those risks and provide close supervision of your child before and after he/she receives therapy.

Q: If I supervise my child, can we enter the pool early, stay late or enjoy the pool at alternative times?

A: No. Patients are only allowed in the pool during treatment sessions supervised by a therapist.

Q: Who will assist my child if he/she needs help changing?

A: The parent/caregiver will assist the child (if needed) with changing before and after therapy, unless other arrangements have been made with the child's therapist. If a child is using a Transportation Service Provider, please discuss changing procedures with your therapist.

Q: What should my child bring to the pool?

A: Bathing suits must be worn during therapy. Towels are provided. However, please bring other items that may be needed such as non-slip soled shoes and ear plugs/nose clips. A swim diaper is required if the child is not toilet trained, has inconsistent bowel movements, or is incontinent.

Q: What about menstruation?

A: Parents are asked to call the clinic to let the therapist know that land-based therapy is a better option.

Q: Are parents/caregivers required to attend pool therapy sessions?

A: Yes, parents are required to stay pool-side during therapy unless the treating therapist has approved an alternative arrangement.

Q: Are parents allowed in the pool?

A: Parents and caregivers may enter the pool if the therapist asks for assistance, particularly during transitions. Typically parents and caregivers will remain poolside.

Q: Are siblings allowed in the pool?

A: No. Only children receiving treatment and accompanied by a therapist are allowed in the pool.

Q: What if my child has had loose bowel movements?

A: Our guidelines for water-based therapy (*zero loose stools in 24 hours*) are more restrictive than for land-based therapy (*fewer than 5 loose stools in 24 hours*) because of the extensive measures that must be taken to decontaminate the pools if an accident should occur. Parents are asked to call the clinic to let the therapist know that land-based therapy is a better option if the child must be excluded from water-based therapy because of bowel concerns.



Notice of Privacy Practices

Q: What is the purpose of this Notice?

A: This Notice explains how, when and why we typically use and disclose health information, and it details your privacy rights regarding your health information. In our Notice, we refer to our uses and disclosures of health information as our "Privacy Practices."

Q: What are Children's T.E.A.M.'s Privacy Practices?

A: Our Privacy Practices strive to do the following:

- a) make sure that health information that identifies individuals is kept private;
- b) give Notice of our Privacy Practices and legal duties with respect to protected health information;
- c) follow the terms of the Notice that is currently in effect.

Q: What are Children's T.E.A.M.'s duties regarding health information?

A: We are committed to protecting health information and to informing you about your rights regarding such information. We are also required by law to protect the privacy of protected health information and to provide notice of these legal duties.

Q: What type of information is considered protected health information?

A: Protected health information generally includes information that we create or receive that identifies an individual's past, present or future health status or care or the provision of payment for that health care. We respect the confidentiality of health information and recognize that information about health is personal.

Q: Which healthcare providers are included in this Notice?

A: This Notice describes the privacy practices of the following: a) any Children's T.E.A.M. office professionals authorized to enter information on an individual's chart; b) all departments within Children's T.E.A.M.; c) all of our Children's T.E.A.M. employees and/or contracted employees.

Q: What healthcare providers are not included in this Notice?

A: Our Notice does not address the privacy practices of an individual's personal doctor or the practices used by personal doctors in their private or public offices. Our Privacy Practices will not affect the medical decisions made by a personal doctor regarding an individual's care and treatment.

Q: How will I authorize the use or disclosure of protected health information?

A: Most usage and disclosures of protected health information require your prior authorization. For situations not otherwise described in our Notice, we will ask for your authorization before we use or disclose your health information.

Q: When and how might I revoke my authorization?

A: You may revoke your authorization for the use or disclosure of your protected health information, in writing, at any time in order to stop future disclosures of information. Information previously disclosed, however, will not be requested to be returned, nor will revocation affect any action that has already been taken.

Q: When can protected health information be used or disclosed without my written authorization?

A: There are situations in which we may use and disclose health information without an individual's authorization.

Specifically, we may use and disclose protected health information as follows:

- For payment of health services we may use and disclose protected health information to bill and receive payment for the health services. For example, your insurance company may request information about your services in order to authorize or pre-approve services, determine medical necessity, or determine a pre-existing condition.
- For your healthcare operations we perform many activities to help assess and improve the services that we provide. Examples of such activities include participating in internships, shadowing programs, performing quality reviews, conducting patient opinion surveys, developing clinical guidelines and protocols, business management, and insurance or legal compliance reviews. These activities are referred to as "healthcare operations." We may use and/or disclose health information for purposes of any of these healthcare operations.
- For reasons related to public health, we may use and disclose protected health information to a public health authority that is authorized by law to collect or receive information in order to report, among other things, communicable diseases and child abuse and to report medical device and product-related events to the FDA.

In certain limited situations, we may also disclose health information in order to notify a person exposed to a communicable disease.

- For reasons related to public and/or individual safety, we may use and disclose health information if we believe that the disclosure is necessary to prevent or lessen a serious threat or harm to the public and/or to prevent or lessen a serious threat or harm to a single individual.
- For support of law enforcement activities, we may disclose limited health information in response to a law enforcement official's request for information to identify or locate a victim, a suspect, a fugitive, a material witness or a missing person (including individuals who have died) or for reporting a crime that has occurred on our premises or that may have caused a need for emergency services.
- For support of judicial and administrative proceedings, we may disclose health information in response to a subpoena, an order of the court or an administrative tribunal.
- For appointment reminders and to provide information about health-related products and services, we may disclose health information by making contact to remind individuals about appointments and/or other scheduled services, to provide information about treatment alternatives and to provide information about other health related products and services.

Q: How can I place restrictions on the use and/or disclosure of health information?

A: You may mail a request for a restriction on how we use or disclose your protected health information for payment of your healthcare services or for activities related to our healthcare operations. You may also request a restriction on what health information we may disclose to someone who is involved in care, such as a family member or friend. We are not required to agree to your request. Additionally, any restriction that we may approve will not affect any use or disclosure that we are legally required or permitted to make under the law. Send written requests to: Children's T.E.A.M. Administrative Office, 2474 East Joyce Blvd. Suite 2, Fayetteville, AR 72703.

Q: How can I inspect and receive copies of my health information?

A: You may ask to look at and obtain a copy of your health information. We may charge a fee for copying or preparing a summary of requested health information. We will typically respond to your request for health information within 1 week of receiving your request.

Q: How can I request a change in my health information?

A: You may mail a request to change or make an addition to your health information (Children's T.E.A.M. Administrative Office, 2474 East Joyce Blvd. Suite 2, Fayetteville, AR 72703). Under no circumstances will we erase or otherwise delete original documentation in your health information.

Q: How can I request an accounting of the disclosures of my health information?

A: You may mail a request for the accounting of certain types of disclosures of your health information. The law excludes an accounting of disclosures intended to care for you, to pay for your health services, or in instances where you provided written authorization for the disclosure. You may mail your request to Children's T.E.A.M. (Administrative Office, 2474 East Joyce Blvd. Suite 2, Fayetteville, AR 72703). Generally, we will respond to your request within 30 days of receiving your written request unless we need additional time.

Q: How do I share complaints or concerns?

A: We welcome an opportunity to address any concern that you may have regarding the privacy of your health information. For questions, concerns, requests or complaints, contact Children's T.E.A.M.'s Privacy Officer by calling 479-521-8326 or by mailing a complaint to Children's T.E.A.M. Administrative Office, 2474 East Joyce Blvd. Suite 2, Fayetteville, AR 72703. If you believe that the privacy of your health information has been violated, you may file a complaint with the Secretary of the U.S. Department of Health and Human Services. You will not be penalized or retaliated against for filing a complaint.



Discharge from Therapy

Q: What criteria are used to determine eligibility for discharge?

A: Our goal is for your child to meet all their goals as agreed upon by you, the therapist and the child's physician. When this is not possible, we will gladly help guide you to other resources that may serve you better. Our criteria for discharge includes, but is not limited to the following:

- Your child has attained all goals and/or referral concerns have been adequately addressed.
- The caregiver(s) have been adequately trained in the recommended home program.
- The services of the therapist are no longer required.
- Your child has other problems/conditions that need to be addressed. Therefore, services will be temporarily discontinued to address these issues.
- Poor attendance.
- The clinician is certain that all treatment methods available at Children's Therapy T.E.A.M. have been explored without prevail.
- You (the caregiver) request termination of services.