



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

Parent Handbook

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Welcome to Children's T.E.A.M.

Together Everyone Achieves More!

We're *more than a company* — we're a family of providers who help kids discover their strengths, build confidence, and grow into their best selves ... with joy, care, and a whole lot of heart!

What We Do

From helping little learners take their first steps to supporting strong kids with big dreams — we've got your family covered!

Pediatric Therapies That Change Lives

We offer a full range of therapy services designed just for kids:

- Physical Therapy – supporting movement, strength, balance, and play
- Occupational Therapy – building life skills and independence
- Speech Therapy – empowering communication and feeding skills
- ABA Therapy – behavior support for kids with autism and developmental needs
- ... and more, all delivered with expert care and joyful energy!

Early Learning & School Options – We're proud to bring you more than therapy!

- The Kids Studio – A nurturing early childhood care & preschool (ages 6 weeks-Pre-K) that fuels curiosity and confidence.
- The Grace School – A one-of-a-kind year-round private school in NWA using evidence-based learning to help students thrive academically and socially.

Family-Focused Support

Raising strong kids is a team effort — that's why we're here every step of the way. Our staff members come alongside you to answer questions, connect resources, and cheer on every success.

We Reach Hearts Close & Far

Through TEAMworks, our nonprofit outreach, our therapists volunteer locally and internationally to improve access to care for children and families.

Award-Winning Care

We're honored to be recognized in Northwest Arkansas for excellence in pediatric therapy, childcare, and more — because kids deserve the best!



A Note From Our CEO

Kym Hannah, PT



Welcome to Our Children's T.E.A.M. Family,

It is my absolute honor to welcome you and your family to our community. At T.E.A.M., you are not just accessing services — you are becoming part of a mission that began with a simple desire: to serve children and families well.

I started my Physical Therapy journey in Northwest Arkansas in 2000. Very quickly, I recognized a need for something more. Families were working hard to coordinate care across providers, funding was often a barrier, and treatment sometimes addressed only one piece of a child's development. I believed our community deserved a more holistic approach, one that considered the whole child and the whole family.

In 2001, that vision became a reality when TEAM was born. What started as a small therapy practice has grown into a family of companies dedicated to walking alongside families through every stage of development. Today, Children's T.E.A.M. includes more than 200 professionals throughout Northwest Arkansas serving as Early Childhood Educators, Board Certified Behavior Analysts, Registered Behavior Technicians, Physical Therapists, Occupational Therapists, and Speech-Language Pathologists. Together, we are committed to providing comprehensive, collaborative care designed to help children reach their fullest potential.

At the heart of our mission is a commitment to serve families in our community — all families. We work diligently to help connect parents with resources and funding options because we believe financial circumstances should never determine whether a child receives quality care. We are advocates, educators, and partners, and we take that responsibility seriously. We understand that navigating your child's needs can sometimes feel overwhelming. Please know that you are not alone. Our team is here to collaborate with you, celebrate progress with you, and stand beside you during challenges. We are grateful for the trust you place in us.

Thank you for allowing us to be part of your child's story. It is a responsibility we do not take lightly. We look forward to partnering with your family.

With gratitude,

Kym Hannah

Founder and CEO, Children's T.E.A.M.



Meet Cassidy Woolery

Family Resource and Funding Support



Dear Families,

My name is Cassidy Woolery, and I serve as the Family Resource and Funding Support Specialist here at Children's T.E.A.M. We are so glad you are here.

One of the greatest privileges of my role is walking alongside families as they navigate the financial and funding side of services. I know firsthand that insurance policies, benefit verifications, Medicaid applications, and billing questions can feel overwhelming. My purpose is simple: to help remove the barriers that funding can create so your focus can remain where it belongs — on your child.

I assist families with verifying benefits, working through insurance questions or concerns, and troubleshooting issues that may arise along the way. I also help guide parents through the application process for TEFRA and other Medicaid programs, ensuring you understand your options and feel supported at every step. If there is a form to complete, a question to ask, or a system to navigate, you do not have to do it alone.

Sometimes when financial concerns arise, families feel stressed or unsure of what to do next. Please know that you never need to carry that weight by yourself. The earlier we talk, the more options we typically have to help. My role is not to add pressure — it is to provide solutions, clarity, and support.

If you have questions about your benefits, receive a bill you do not understand, anticipate a change in coverage, or simply feel unsure about what comes next, I encourage you to reach out. There is no concern too small. My goal is for you to feel comfortable contacting me whenever a need arises. We are committed to serving families regardless of funding circumstances, and I am here to help ensure that financial obstacles do not stand in the way of your child receiving the care they deserve.

It is an honor to support your family, and I look forward to working alongside you.

Warmly,

Cassidy Woolery

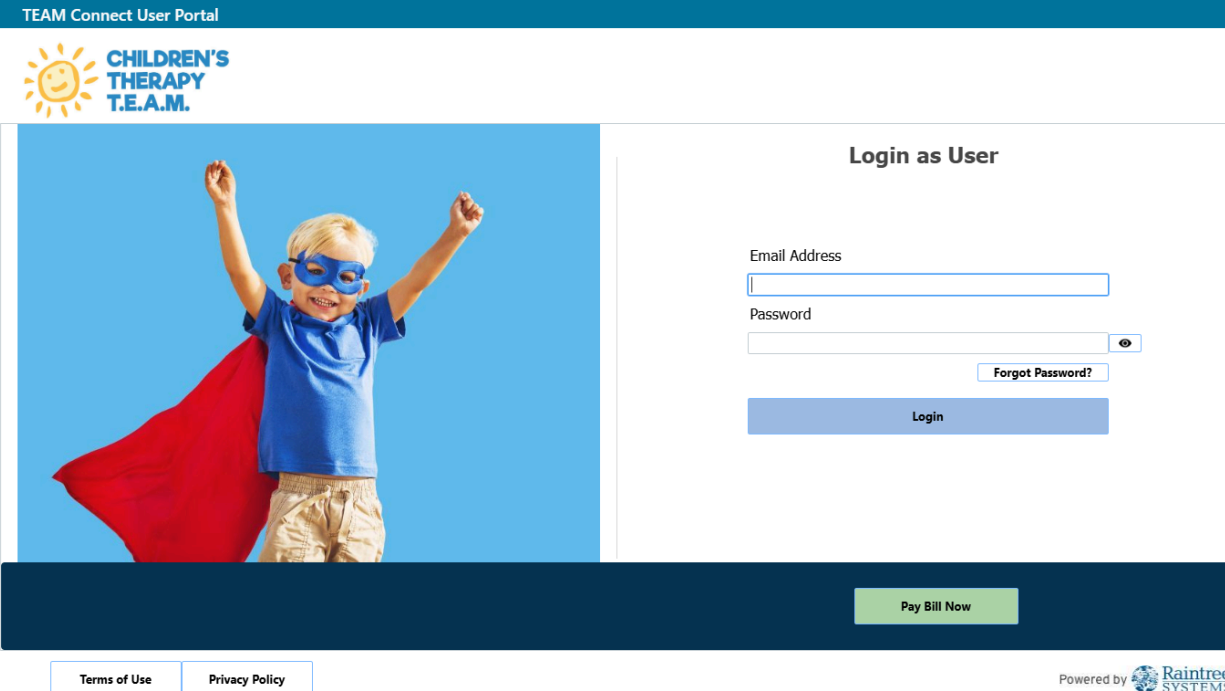
Family Resource & Funding Support Specialist
Children's T.E.A.M.
cassidy.woolery@childrenstherapyteam.com
(479) 319-2755

Children's T.E.A.M. Patient Portal

We are excited to introduce you to our Patient Portal! This will allow you ease of access to:

- Electronically fill out all new and annual required paperwork
- Submit your insurance card
- Access to your child's evaluations and re-evaluations
- Update your demographic information
- Directly message Children's TEAM administrative staff
- Pay your therapy bill
- Much more!

As a new parent, you will receive our Welcome Letter complete with your portal login information. You will be prompted to change your password once logged in.



TEAM Connect User Portal

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

Login as User

Email Address

Password
 

[Forgot Password?](#)

[Terms of Use](#) [Privacy Policy](#)

Powered by 

Once you enter the portal, you will be prompted to complete your new patient paperwork and Medical History. It will take approximately 30 minutes to complete these forms, so please allow yourself plenty of time.

The portal is HIPAA-compliant and secure, and only authorized users can access your child's information. Please note that the portal is not for urgent or emergency needs. Please allow one business day for return messages.

If you have any questions or issues regarding the Patient Portal, please call our office at (479) 521-8326 or email billing@childrenstherapyteam.com.



Before Therapy Begins

Q: What is an Evaluation?

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. Yearly, your child will be re-evaluated so that the treatment plan can be appropriately updated and modified as your child grows and develops.

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

A: Please complete the **Medical History** and **the New Patient Forms** located in the patient portal prior to your child's evaluation. You may want to schedule at least one hour to complete these initial forms.

In addition, you will be asked to complete updated consent forms yearly to ensure we have the most accurate insurance, demographic and medical history information for your child.

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. It will take up to a week for the therapist to complete your child's formal evaluation report. When the report is complete, you can access it in the patient portal. Additionally, if a prescription is required, Children's Therapy T.E.A.M. will fax a copy to your child's primary care doctor on your behalf.

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

A: The prescription return time is highly variable depending on your doctor and their clinic processes. Our goal is to receive all prescriptions back within two weeks.

Q: Can my doctor deny the prescription for therapy?

A: PCPs may deny the prescription for therapy if your child is overdue for a yearly well child check or in the event that your PCP is not aware of the need for therapy. Scheduling your well child checks or making an appointment to discuss therapy services with your doctor will help avoid delays in services.

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 your therapy scheduling needs.

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*, p14).
- Provide TEAM with a copy of your child's PASSE, Medicaid, TEFRA, 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 home exercise 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.

In addition, you can access the messaging application within your child's patient portal. Messages will be returned within one business day.

Q: Can I receive correspondence through email or text message?

A: Yes. If you consent to secure email or text correspondence, we are able to send secure, encrypted 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 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, 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.*



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:

- 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 & 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.

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 Emergency Plans detailing responses and noting 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 Electronic Statement?

A: You will be able to access your child's bill from the patient portal as soon as your insurance begins responding to claims. You can expect your emailed e-statement shortly after that. 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 (479-319-2755) or message us through the patient portal.

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

A: We require all patients to have a card on file. The front desk will collect this at your initial visit, or you can call a member of our billing team at (479) 319-2755 for assistance. If your insurance requires a co-pay, it will be automatically charged at the time of service.

Q: When is my balance due in full?

A: Weekly, bi-weekly or monthly payments must be made to cover the full cost of services incurred. Balances not paid within 30 days will be subject to the suspension of services.

We want to work with families to ensure financial barriers do not keep your child from accessing services. We ask that you reach out to our Family Resource and Financial Support Specialist as soon as possible to talk through available options. We are here to help.

Q: Can I set up a payment plan?

A: Yes. Give us a call to make arrangements (479-319-2755) or message us on the Patient Portal.

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 reach out to our Family Resource and Financial Support Specialist to learn more about options. Hardships will not be granted without communication from parents.



Cost of Therapy

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

A: Please contact our office for questions regarding out of pocket costs.

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: We do our best to stay in-network with all private insurance companies.

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*). Please contact our office for questions regarding your state funding.

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. If your child has received or is currently receiving therapy services from another provider, including the school system, please contact our Billing Team (479-521-8326). The care must be coordinated to ensure that you don't receive a bill for services.



Guide to Calling Insurance

Tips!

- ✓ Review this guide
- ✓ Gather your child's diagnosis code information, *found at the top of your child's evaluation report or call us at (479) 521-8326 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:

- ___ Does my plan provide coverage for physical, occupational or speech therapy services?
- ___ Are there any exclusions (services not covered) under my plan? Such as exclusions for developmental delay, a specific diagnosis or age.
- ___ Is Habilitative Therapy (performed to gain new skill rather than to recover skills that have been lost) covered under my plan?
- ___ Is Rehabilitative Therapy (provided to recover skills lost due to accident, injury or illness) covered under my plan?

Common Treatment Billing Codes (CPT Codes)

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

Know Your Child's Diagnosis Codes

→ Diagnosis Codes are used by insurance to determine eligibility for services.

If the services are covered → Do I need to meet my deductible before my insurance will begin to pay for therapy services?

- ___ If yes, what is the deductible for the year?
- ___ How much is left before I hit my deductible?
- ___ When does my deductible reset?

Deductible → What you pay first

Copay → Set Fee Per Visit

Coinurance → Your share (percentage) after the deductible is met

Once insurance begins to pay → What is my patient responsibility?

- ___ What is my copay amount?
- ___ Is my copay per visit or per day?
- ___ Is there a co-insurance percentage due instead of a copayment amount?

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

- ___ Speech Therapy
- ___ Occupational Therapy
- ___ Physical Therapy
- ___ Are any of these visit counts combined (such as OT/PT)?

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!

Once I hit my visit limit for the year → Is there any way I can request more visits if therapy is still needed?

Keep a Record of Your Call

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

Date of Call: _____
Reference #: _____



State & Federal Funding Options

Questions parents may ask regardless of income

Q: What is PASSE?

A: The Provider-Led Arkansas Shared Savings Entities 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)?

A: Early Intervention is a statewide funding program that assists any child under 3 who qualifies for therapy. The paperwork MUST be signed before the initial evaluation for the evaluation to be covered. Children's Therapy TEAM is a certified EI provider.

Q: What is TEFRA?

A: TEFRA is the Tax Equity and Fiscal Responsibility Act of 1982. The act allows Arkansas to extend Medicaid coverage to certain children with disabilities. Therapy services and some adaptive equipment are covered by TEFRA. To qualify for TEFRA, the child must meet the following criteria: a) be younger than 19, b) be disabled according to the Supplemental Security Income (SSI) definition of a disability, c) the condition must meet medical-necessity requirements, d) the child cannot have countable resources that exceed \$2,000, e) the child cannot have income that exceeds the long-term care Medicaid limit. Parental income and resources are not considered. Only the income and resources of the child are counted. To learn more, contact your local TEFRA office.

Q: What is Waiver?

A: The DDS (Department of Developmental Services) Waiver is a Medicaid home and community-based waiver services available to a limited number of individuals as an alternative to ICF/MR placement. Under this waiver, individuals may receive services such as the following: a) case management, b) waiver coordination, c) supported living services, d) non-medical transportation, e) adaptive equipment, f) environmental modifications, g) supplemental support services, h) consultation services, i) crisis intervention services, through DDS-licensed community providers. DDS Waiver typically has an extremely long wait list.

Apply now so that services are available to your child in the future. More information is available at www.medicaid.state.ar.us. Please contact our administrative office if you have any questions regarding Waiver services (479) 521-8326.

Questions parents may ask if they fall within specific income levels

Q: What is ARKids A and ARKids B?

A: These programs offer low-income families a comprehensive package of benefits. Applications and more information are available online at www.arkidsfirst.com.

Q: What is SSI?

A: SSI (Supplemental Security Income) is a program that provides disability benefits to disabled children who are under 18 years of age. There is an income requirement for SSI. More information is available at www.medicaid.state.ar.us.



Aquatic Therapy Guidelines & 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, 4100 Corporate Center Drive, Suite 103, Springdale, AR 72762.

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 (4100 Corporate Center Drive, Suite 103, Springdale, AR 72762). 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. (4100 Corporate Center Drive, Suite 103, Springdale, AR 72762). 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, emailing HIPAA@childrensteam.com, or by mailing a complaint to Children's T.E.A.M. Administrative Office, 4100 Corporate Center Drive, Suite 103, Springdale, AR 72762.

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.