

## Frequently Asked Questions

### Appointments

#### **My child needs your services, now what?**

**First Visit** Prior to visiting us at Imagine Pediatric Therapy, we are required to secure a referral from your doctor. Most of our referring doctors are familiar with this process and we supply them with the form. If your doctor is not familiar with our clinic or you need any assistance, please contact us and we will ensure that you are taken care of.

Additionally, each new patient is asked to complete a health history form before their first visit. This will help our therapist make a prompt and accurate assessment during the first visit. Please bring your current insurance cards, including Medicaid cards. Please arrive at your scheduled appointment ready to complete registration and other paperwork.

---

#### **How often will my child have appointments? And for how many visits?**

Most visits are generally once a week. However, depending on the evaluation, your therapist may indicate a need for more frequent visits. The total number of visits will also be based on the evaluation and unique goals set by your therapist.

---

#### **What is your cancellation policy?**

**Cancellation Policy** Please call to cancel any appointments you will be unable to keep at least 24 hours in advance so we may offer these appointments to other patients in need of treatment. The goal of Imagine Pediatric Therapy is to provide patients with prompt, easy access to quality therapy services, so it is important that you arrive on time for your scheduled appointment. If you realize you may be late to your appointment, please notify us of your new arrival time.

---

### Insurance

#### **What is your policy regarding fees for your services?**

**Fee Policy** Once you have a good understanding of your benefits we will schedule your child's evaluation. Co-payments, deductibles and co-insurance amounts are due at the time of service. We will then bill the remaining balance to your insurance carrier. It usually takes 2-3 weeks before any given service we have billed for will reflect on your account. When your carrier has responded for a service, we will apply any amounts paid to your account. If there is a balance for any service due to limitations of your coverage, we will notify you so that you may contact your carrier if you feel there is an error. At the same time, we will mail you a statement reflecting the unpaid balance. In the event your carrier later provides payment for a balance you paid we will apply this amount to your account as a credit and would not require co-payments, etc. as long as your account reflects a credit. If you prefer, you may also request for us to provide a check in the amount of your credit at any time if over \$50.

If you should need to make special arrangements concerning your bill, please call the office prior to your appointment.

We accept personal checks, Visa, MasterCard and Discover cards.

---

### **What insurance do you accept?**

Imagine Pediatric Therapy accepts most major insurance plans, including Medicaid and Medicare. Insurance companies are complicated and all plans are different. As such, we will make every effort to accommodate your child and assist you when having trouble understanding what benefits are available to you in your health care plan.

Below are some general questions you can ask your carrier ahead of time to speed the process\*:

1. **Does my plan cover (OT, PT, SP) therapy?**
2. **Is there a cap on (OT, PT, SP) therapy benefits, either monetary or number-of-sessions?**
3. **Is an evaluation covered as part of my (OT, PT, SP) therapy benefits? Is there a limitation on frequency of evaluations?**
4. **What do I need to provide in order to take advantage of my (OT, PT, SP) therapy benefits?**
5. **What percentage of (OT, PT, SP) therapy is covered by my insurance?**
6. **What is my "out of pocket" max and what happens when I reach that dollar amount?**

Imagine Pediatric Therapy participates with the following carriers as an "in network" provider.

- o Medicaid
- o Blue-Cross Blue-Shield
- o Aetna
- o Health Choice
- o Humana
- o Tri-Care
- o Preferred Community Choice

\*If your carrier is not on the list above, any services rendered through us will be considered "out of network" for your insurance. Many of these insurance companies still cover a considerable percentage of the therapy services we provide. However, it will be important to inform your carrier that we are an "out of network" provider when asking the questions above.

Should you have any questions about any insurance or billing issues, please do not hesitate to [contact us](#). We are here to do everything we can to ensure your child gets the help they need.

---

## **Pediatric Therapy**

### **What is Pediatric Occupational Therapy?**

As **Occupational Therapists** specializing in pediatrics, we are professionals who assist in the assessment and treatment of sensorimotor skills, perceptual motor skills, feeding, social interaction, attention, fine motor skills, upper extremity abilities, learning problems, children on the spectrum, and other functional skills of children. We help kids develop the skills to perform the tasks of their everyday lives using creative methods that are always fun. We use play, toys, music, humor, and games to motivate children to achieve the goals of their therapy.

Occupational Therapists:

- o Assess and treat sensory processing disorders.
- o Improve upper extremity muscle strength, endurance, range of motion, coordination, fine

## FAQ

- motor abilities and function.
  - o Address self care skills.
  - o Recommend strategies for managing decreased or emerging function and movement which may include assistive equipment.
  - o Work on social and peer interaction skills.
  - o Provide education to caregivers.
  - o Consult with other professionals regarding the role of occupational therapy and how it can improve the child's daily life.
  - o Collaborate with caregivers and child to create effective carry-over from the occupational therapy clinic to home.
- 

### **What is Pediatric Speech Therapy?**

As **Speech Therapists** specializing in Pediatrics, we assess and treat all areas of speech & language development. Some of these areas include:

- o Receptive Language
- o Expressive Language
- o Apraxia of Speech
- o Swallowing
- o Food Aversion
- o Articulation and Phonology
- o Oral Motor
- o Pragmatic/Social Language
- o Memory
- o Cognition
- o Auditory Processing
- o Fluency

Impairments in these areas may be related to neurological deficiencies, such as Autism, Down's Syndrome, and Cerebral Palsy. However, children with typical neurological development may also experience difficulty in these areas as well. Following an evaluation to assess each child's strengths and areas of need, goals are formulated, and speech therapy is initiated to assist the child in reaching these goals.

While speech therapy is goal-oriented and centered on each child's individual areas of strengths and needs, each session allows not only for structured therapy activities, but it also encourages the child to express his or her own preferences while selecting these activities. Opportunities to co-treat with other therapy specialties, such as occupational therapy, physical therapy, and applied behavior analysis promote simultaneous growth in these areas.

The key to pediatric speech therapy, as with therapy in general, is to challenge the child while fostering a warm and welcoming environment. The child thus develops skills while having fun at the same time. When these two aspects of therapy remain in balance with each other, the child is able to make sustained progress toward the goals and ultimately the child is able to maximize his/her potential.

---

### **What is Pediatric Physical Therapy?**

As **Physical Therapists** specializing in Pediatrics, we help children maximize their physical abilities and minimize the physical limitations that accompany some developmental issues. We use our experience and extensive training in pediatric health, including anatomy and physiology, psychology and child development to assist children in reaching their highest level of potential. Our

## FAQ

goal is to assist children in developing independence and safe methods to participate in the home, community, classroom and playground. We are concerned with children's ability to take part in important movement activities such as crawling and walking, running, playing games, participating in sports, and in other important physical interactions with the world around them. In addition, for children who rely on mobility aids such as wheelchairs, orthotics and other supports, our therapists work to ensure successful and safe navigation in their environments. Physical therapy at Imagine Pediatric Therapy provides evaluation, intervention and consultation in the following areas:

- o Gross motor development
- o Muscle tone and strength
- o Posture/postural control
- o Pre-gait and gait training
- o Locomotion patterns
- o Neuromuscular function
- o Endurance
- o Musculo-skeletal conditions
- o Body alignment
- o Environmental adaptations/seating and positioning
- o Wheelchair positioning and mobility
- o Splinting/bracing/orthotics

Physical therapists may incorporate many intervention approaches, including stretching, massage, mobilization, strengthening and endurance training to enhance the child's capabilities and prevent deformities and contractures. We also assess and modify environmental obstacles that might impede optimal performance.

With physical therapy, kids build strength and improve motor function, balance and coordination in fun, creative ways. In fact, most of the work we do is based in play... it's the most positive way to get children motivated and involved. That's why you'll see swings, ball pits, climbing walls and all kinds of toys in our clinics. They're important for your child's therapy and they also help us create the child-centered environments that help our clients thrive.

---