



FINANCIAL POLICY

Jacob's Promise is dedicated to providing the best possible service for parents/guardians (hereinafter referred to as “parent(s)”) and your child. Thus, it is important that you understand and adhere to our financial policies. Parents are responsible for being aware of any changes to the Financial Policy and observe to the changes in order to continue services with Jacob's Promise.

SECTION I: BILLING CYCLE AND PAYMENT PROCEDURES

Billing Cycle

- The billing cycle begins on the 1st and 15th of each month. Each parent will be billed to the primary email on file on the start date of each billing cycle.
- On the 1st of the month, Jacob's Promise will invoice copayments for all appointments between the 1st and the 14th of the month to be due on the 14th of the month.
- On the 15th of the month, Jacob's Promise will invoice copayments for all appointments between the 15th and the last day of the month to be due on the last day of the month.
- All copayments are due by the due date indicated on the invoice.
- **Copayments for assessment appointments are due by 4:00pm 24 hours prior to the appointment.**

Payment Methods

- Primary contact on file will receive an invoice by email.
- Payment options will be indicated on the invoice (i.e. Bank transfer)
- Payments are only accepted through options given on the invoice
- \$3.50 service fee for credit card use

All payments are non-refundable

Assessment Fees

- If learner is 30 minutes or more late without notice prior to the start of assessment, it will result in an automatic reschedule and a no show fee.
- Assessments are invoiced at the time of scheduling. Assessment fees are due by 4:00pm, 24 hours prior to the date of the assessment.
- Assessment fees must be paid in full prior to the scheduled assessment. Assessment fees that are not paid by 4:00pm, 24 hours before the assessment date will result in termination of the appointment. Parents will have to reschedule the assessment if terminated.
- If terminated, any funds received after the termination will count toward the rescheduled assessment.

SECTION II. LATE FEES

- All payment for appointments must be received by 6:00pm on the due date printed on the invoice.
- **Any payments received after 4:00pm on the due date, will be subject to a late penalty of \$35.**
- Payments must be received prior to the day of the new billing cycle. Payments received on the day of the new billing cycle is still considered late.

- Late and No Show fees are due 48 hrs after received invoice
- A new invoice will be sent to reflect the late payment.
- If a parent fails to pay before the start of a new billing cycle, all future appointments will be cancelled until the payment is made. Future appointments will be cancelled if Late and No show fees are not paid by date due on invoice.
- Any returned payments issued by payer's bank account will result in a \$35 returned payment fee.
- The fee for late pick up will be \$1.00 per minute(Clinic pickup ONLY)

SECTION III: CANCELLATIONS

- Any **cancellations must be made by 4:00pm on the day prior to the scheduled appointment** to avoid a late cancellation charge.
- Parents must cancel appointments by contacting Jacob's Promise administration directly. Parents must call 301.392.7075 to cancel an appointment. Parents are required to leave a message if there is no answer by phone.
- If a parent cancels an appointment after 4:00pm on the day prior to the appointment, they will be subject to a **late cancellation penalty of \$35**, which will reflect on the current invoice.
- Parents are not permitted to contact the behavior technician to make cancellations. If a parent notifies the behavior technician and not Jacob's Promise administration, it will not be recognized as a proper cancellation.
- **Families must contact Jacob's Promise administration to receive a credit for the cancellation.**
- Payment received for appointments that are cancelled by 4:00pm of the day prior to the appointment, may be rescheduled or used for a future appointment.
- Payments will not be refunded, but will be credited to a future appointment.

SECTION IV: TERMINATION OF SERVICES

- If a parent requests a termination of services, a **14-day notice** must be given.
- Parents must fill out the *Termination Request* and send to JPadmin@Jacobspromise.com including a reason for termination and an end date.
- Any termination of services within 14-days of notice, will result in a forfeit of any payments received.

SECTION V: BILLING DISPUTES AND UNRESOLVED PAYMENTS

- For any billing disputes, email JPAccounting@Jacobspromise.com with an explanation of the dispute.
- All billing disputes will be acknowledged in writing within 30 days at which time we will investigate and determine whether the billing error occurred and correction is warranted.
- Final resolution will take place within a 90-day period from the first report of a disputed charge.
- If payment is not resolved, the balance will be sent to an outside collection agency or attorney for debt resolution. The family will be financially responsible for any fees and legal fees that our office incurred in the process utilized to collect the delinquent balance.

SECTION VI: VERIFICATION OF TECHNICIAN WORK HOURS

- Parents must sign the *Timesheet* after the behavior technician has recorded the start and end time.
- Timesheets must be signed on the day the service was performed. Parents may not sign for passed days.

SECTION VII THIRD PARTY FUNDING

- If a parent has a third party funding source (i.e., LISS), Jacob's Promise **must receive a promissory letter** from the funding agency prior to the start of services.
- **Any fees incurred outside of the allotted funds (i.e. late cancellations, extra appointments etc.) will be the responsibility of the parent.**

SECTION VIII INSURANCE COVERAGE

Non-Covered Services

Any services requested by the member that are not covered by the members insurance, becomes the financial responsibility of the member.

Appointment Charges

Unused hours due to late appointment arrivals will be billed at the original appointment time. Unused hours will not be available for rescheduling or extension of appointment.