



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 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 Monday. Each parent will be billed to the primary email on file on the start date of each billing cycle.
- Every Monday, parents will receive an invoice for service provided between Monday and Saturday.
- If Monday falls on a holiday or day we are closed, invoices will be sent the previous week.
- All copayments are due by the due date indicated on the invoice.
- **Copayments for assessment appointments are due 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

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 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 24 hours before the assessment date will result in cancellation of the appointment. Parents will have to reschedule the assessment if cancelled.
- If cancelled, any funds received after the cancellation will count toward the rescheduled assessment.

SECTION II. FEES

- All payment for appointments must be received by close of business on the due date printed on the invoice.
- **Any payments not received after the due date, will be subject to a late penalty of \$35.** Payments received on the day of the new billing cycle is still considered late.
- Late fees will be added to the same invoice
- If a parent fails to pay in full before the start of a new billing cycle, all future appointments will be cancelled until the payment is made.
- Any returned payments issued by the 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 close of business 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 close of business 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.
- Payments received for cancelled appointments, 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.

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 at which time we will investigate and determine whether the billing error occurred and correction is warranted.
- Final resolution will take place within a 60-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.

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.

SECTION VIII REQUESTING MEDICAL RECORDS

- Jacob's Promise does not send medical records.
- All parents/guardians have access to medical records via Central Reach.
- If having trouble gaining access, please contact the office for assistance.