



Practice Policies

INSURANCE and BILLING:

Your insurance benefit:

Insurance billing for speech, language and hearing services is new to Tucker Maxon. We have been working hard to understand the process of insurance billing, but there will likely be things we learn along the way. We will do a courtesy benefits check. However, it is always the patient's responsibility to understand their insurance coverage.

To understand your coverage, families are encouraged to contact their insurance directly. If you would like to bill insurance, please complete the Insurance Benefit Check form when calling your insurance company. It is important to know your deductible amounts, co-payment fees, number of approved visits, and prescription or pre-authorization requirements.

If it is possible for the insurance company to provide your policy for speech-language and audiology service in writing, we recommend this.

Payments and Billing:

For in-network insurance, your insurance company will be billed for coverage. If your child does not attend school at Tucker Maxon, deductible amounts, co-insurance and co-payments are due at the time of service, or collected via emailed invoice with any other amounts deemed patient responsibilities.

For private-pay, payment is due at the time of service. While we prefer payments made by check or cash, we do accept credit. A copy of our fee schedule can be provided at your request.

If your insurance denies after therapy/service has begun:

If the company denies payment, it becomes the patient's responsibility to cover the fees of the service. If the denial does not match the initial benefits quoted to the family, the family is responsible for following up with the insurance company.

At times, the insurance company will request further documentation before approving or denying. In such cases, your speech and language pathologist or audiologist will furnish this to the insurance company for their review.

DOCUMENTATION AND CARE COORDINATION:

Phone Consultations:

We are always happy to consult by phone as our schedule allows. This may include talking with parents, physicians, therapists, and teachers (as authorized by the family). Phone consultations will need to be scheduled in advance.

Evaluations:

Evaluations help to document current skills compared to same-age peers and develop a treatment plan and recommendations. Sharing recent evaluations your child has had with another provider privately or at school, may help us get through the evaluation process more quickly. We may, however, still need to complete a comprehensive evaluation should we see this as necessary. The frequency of re-evaluation varies, but typically occurs yearly.

Treatment Notes and Progress Notes:

Your child's speech and language pathologist will write a treatment note after each session including the goals, activities, and progress demonstrated during the session. Progress notes serve to report progress at the end of treatment periods such as when goals have been met or when goals need to be revised. Frequency of progress notes is typically every 6 months.

Appointment notes will be generated by your child's audiologist after each visit. These will include reason for visit, procedures, outcomes, and recommendations.

Discharge Note:

Should you chose to transfer services elsewhere, discontinue services, or graduate from services, your child's speech and language pathologist or audiologist will write a discharge note. This documentation summarizes your child's history and progress, explains the reason for discharge, and includes any recommendations we might have.