

HELP ME SPEAK, LLC
Barbara A Taylor, M.S., CCC-SLP, COMTM & Associates
2500 Wallington Way; Suite 103
Marriottsville, MD 21104
410-442-9791

Dear Client,

Welcome to Help Me Speak! We look forward to meeting you at the initial evaluation.

We've scheduled an evaluation session on (Monday/Tuesday/Wednesday/Thursday), _____ (date) at _____ (time). Also, please complete the enclosed forms and send or bring the following information:

- Any previous evaluation reports by physicians, therapists, & teachers within the past 6 months to one year
- A list of all medications/supplements that are taken regularly.
- The names, addresses and phone numbers of any therapists and doctors with whom you desire HMS to share information
- Your insurance card, your driver's license/ID card and/or driver's license of guardian.

Return the above information and enclosed forms to Help Me Speak (HMS) at the address above so that we may receive them *7 days prior* to the evaluation day. You may also fax them to us at 410-442-9783.

When you come to the evaluation, please bring the following items that you typically enjoys*:

- The dish, cup & utensils that you normally uses (if different from standard ones)
- A **liquid** that you typically drink such as fruit juice or milk
- A **semi-solid** such as applesauce, yogurt or pudding
- A **soft solid** such as a banana, canned fruit, or *cubed* cheese
- A hard solid such as carrot sticks or apple wedges
- A **crunchy solid** such as pretzel rods, tortilla chips
- A **chewy solid** such as fruit snacks, a bagel, or meat

Please keep in mind that careful planning and preparation (including record review) goes into your evaluation to determine your needs and strengths.

In the event that you need to reschedule your *evaluation*, 72-hour notice is required. There is a \$100.00 fee for less than 72-hour cancellation notice, for last minute/no-shows, or for rescheduling of >1 time. We regret that we must implement this policy, but it has become necessary. Exceptions may be made to this policy in rare, extenuating circumstance with the permission of the CEO of Help Me Speak.

Please read and sign the attached evaluation reservation form. The fee will be charged to the credit card #, which you provided to our office upon registration.

4/2018 office@helpmespeak.com

^{*}If you do not enjoy a type of food listed, please bring an example of it, which you may try.

Since HMS' SLPs sit in close proximity to you and often are working on oral swallowing with the jaw, lips, cheeks, and tongue, we are much more susceptible to catching a contagious illness. In accordance with the HMS Illness policy, we ask you, our clients, to respect our SLPs, our staff & our own families and other HMS clients & families. *Please contact the office to reschedule your therapy session as soon as you become sick or by 9:00 am on the day of the appointment* if you have been ill with any of the following symptoms within the 72 hours prior to the session (evaluation or therapy):

1. You need to be vomit/diarrhea free for 72 hours before your evaluation/therapy session. http://www.cdc.gov/norovirus/about/symptoms.html

- · a temperature of 100.4 or above
- · sore/strep throat (&/or severely red throat)
- · vomiting (contagious for 72 hours after illness too)
- · coughing
- · contagious infection for which you have not started antibiotics (sinus infection, pink eye, flu, cold, severe coughing, etc.)
- · discolored mucous (yellow or green)
- ·influenza
- · any other contagious symptom
 - 2. If you have exhibited any of the other contagious symptoms, you must be symptom free for 24-72 hours prior to your session. In the event that you need to reschedule your weekly therapy session, advance notice is required. Please keep in mind that careful planning and preparation goes into each therapy session to maximize progress and potential. Also, there is a waiting list for current slots. We encourage our clients to attend all of their scheduled sessions (1x, 2x, or more per week) so that you can receive full benefit from your therapy plan. Therapy sessions should be rescheduled if needed due to illness or other unexpected conflicts. This means that you may have one extra session that week, in addition to the regular sessions. Make up sessions are allowed for all but no show sessions. Please contact the office to receive a response as soon as possible or by 9 am on the day of your session if you need to reschedule. Any session not rescheduled by 9 am on the day of the appointment or a no show session will be charged at the full session fee. This fee is not eligible to be submitted to or reimbursed by insurance.

Please read and sign the attached letter for more information on make-up sessions. The fee for missed appointments must be collected prior to (or at) your next scheduled appointment.

Directions to our Help Me Speak office are attached. We have a waiting area and invite you to **arrive a few minutes early** so that you will have time to review our policies. We look forward to meeting you and you. Please call us with any questions at (410) 442-9791.

Sincerely, *Barbara A Taylor*

Barbara A Taylor, M.S., CCC-SLP, COMTM Speech-Language Pathologist Certified Orofacial Myologist CEO, HELP ME SPEAK, LLC

4/2018 office@helpmespeak.com



HELP ME SPEAK, LLC 2500 Wallington Way; Suite 103 Marriottsville, MD 21104 410-442-9791

Directions to the HELP ME SPEAK office location:

From Columbia Mall area/Rt 108:

take Harper's Farm Rd across Rt 108-→ it becomes Homewood Rd. continue on Homewood Rd until you reach the circle/roundabout in the road go1/4 to the right and turn right onto Folley Quarter Rd go to end of Folley Quarter Rd turn left onto Rt 144 continue on Rt 144 until Marriottsville Rd on right turn RIGHT onto Marriottsville Rd cross Rt 40, cross over I-70 Make a RIGHT at the 1st traffic light→ Warwick Way (just past blue silo bldgs)

Make a RIGHT at the 1" traffic light→ warwick way (just past blue silo blugs)

Make an immediate RIGHT to the professional buildings on **Wallington Way**We are on the **LEFT** (the building up the hill/behind the blue silos)

Park on your LEFT in any of the available spaces Our suite is # 103

From Rt 32: take Rt 32 West to I-70 take I-70 East (very short distance) take the Rt 40 EXIT turn LEFT at the light for Marriottsville Rd cross over I-70 continue as in #9 above

From Rt 29:

Rt 29 North to I-70 West (take either the left or right hand exits from Rt29) I-70 West to the first exit at Marriottsville Rd.
There is only ONE exit. On the exit ramp, bear Right onto Marriottsville Rd.
Continue as in #9 above

From points west: I-70 East to Rt 40 EXIT Turn LEFT at the light for Marriottsville Rd Cross over I-70 Continue as in #9 above From points east:
695 West to I-70 West
I-70 West, past Rt 29 exits
To Marriottsville Rd exit
There is only ONE exit. On the exit ramp, bear Right onto Marriottsville Rd.
Continue as in #9 above

From points north of Marriottsville Rd (Owings Mills, Reisterstown, etc.)

Drive to Marriottsville Rd & go South

Crossover Rt 99 at the light, continue south

At the next light, turn Left onto Warwick Way (brick building w/silos faces road)

Continue as in #10 above



HELP ME SPEAK, LLC 2500 Wallington Way; Suite 103 Marriottsville, MD 21104 410-442-9791

Evaluation Agreement

(speech/o understand Benefits), is my resp understand	ral-motor/eating ladd and agree that my a portion of my deconsibility. I understed that my copay is o	nguage other : <u>to be and</u> copay \$, ductible, per my insugnand that the contractions at the time of s	ne cash/private pay rate for the determined ranges up to \$69 the co-insurance amount listed arance, &/or the balance for some ted insurance rate, per CPT content of the EOB.	95.00 for the Evaluation of the EOB (Explanation) of the EOB (Explanation) of the Eoch of	nation of my insurance, nis cash rate. I
My insura	nce company is:				
	Carefirst (BC/BS)	Group#	_ID#		
	Cigna	*	ID#	OON BenefitsY	N
	United Healthcare	Group#	ID#	OON BenefitsY	N
	Aetna	Group#	ID#	OON BenefitsY	N
	JH US Family HC	Group#	ID#	OON BenefitsY	N
	Medicaid	Group#	ID#	OON BenefitsY	N
	Evergreen	Group#	ID#	OON BenefitsY	N
		_	ID#		
balance of I hat depending Moreovery	ave a copay of \$ of what is charged y insurance requires after the Evaluation	per session or comper session. s a pre-authorization n is completed. Pre-	have met \$ of my o-insurance of \$ per so for speech/language sessions -authorization has been a	ession. My co-insurance.	ce may vary
Help Me S	Speak is in-network	with all CareFirst/B nt procedure code) f	zation has been denied. BCBS, Kaiser and pediatric Mefee schedule that determines w	*	

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If you do not have a Blue Cross Blue Shield (Carefirst), a Kaiser or a pediatric Medicaid plan, please check your insurance plan to see if you have *out-of-network* coverage for speech/oral motor/swallowing evaluation services. If requested, Help Me Speak will provide you with an invoice for each visit in a monthly billing statement for your records. It will be your responsibility to pursue insurance reimbursement for out of network services that may be covered OR we can submit on your behalf, to your insurance for reimbursement to you.

If HMS is not a preferred provider with my insurance, full payment is *due at time of service*. Payment may be made by check, cash, or credit card (American Express, Visa, MC, and Discover). This fee is non-negotiable and non-refundable after the service is rendered. Failure to pay at the time of service will result in a \$25 *per week* late charge.

The client understands that Help Me Speak will make every effort to ensure a complete and thorough evaluation in the areas requested. Certain evaluation techniques require cooperation and participation from the client to accurately assess the client's skills. The client understands that Help Me Speak will not be held responsible for a fully completed evaluation if the client refuses to cooperate during the evaluation session(s) even after all reasonable attempts have been made to engage you. In such cases, either Help Me Speak or the client has the right to end the evaluation session early as needed and to reschedule the remainder for a follow-up session.

Help Me Speak speech-language pathologists must abide by ethical practices from their Professional Boards that forbid the guarantee of any specific evaluation results for any client.

By signing	below, I acknowledge that	at I have read and understand this evaluation	n agreement and will fully abide by
all of the te	erms stated above and am	consenting to treatment.	
Initial	Date	Client Name/Guardian	

Therapy Cancellation Policy

Our highest priority is your progress. To ensure continuity of care and continued progress on Plan of Care goals, HMS requires our clients to maintain 80% or greater monthly attendance in order to keep your session in the weekly schedule. Excessive cancellations of more than 25% of scheduled sessions during any 30 day time period will result in D/C from active therapy. If you have 3 no shows you will be discharged from active therapy.

Please remember that careful individual planning and time goes into preparing for your speech-language therapy. We aim to maximize your potential and progress with consistent therapy sessions. Consistent attendance is essential to achieving speech-language goals and so that each client can receive full benefit from his/her therapy plan. For this reason, we strongly encourage our clients to attend all scheduled therapy sessions and for any cancellations to be rescheduled. This make up will be in addition to the regularly scheduled frequency of therapy (e.g. client may have 2 sessions in one week). Make up sessions are available for all but *no show* sessions (a session in which notice is not given for the absence).

If you need to reschedule a session (for any reason, including illness), please give as much notice as possible. Please call (410-442-9791), email (office@helpmespeak.com) or text the HMS office via Google # (443-212-8523) (text only, no calls) before 9:00 am on the day of your scheduled session. We will reschedule your missed session within the same week or the following week. Any session not cancelled by 9:00 am on the day of the scheduled appointment or a no show session will be charged the full session fee. No show sessions are *not* available for make-ups. If you make up a late cancelled (< 4hrs) session within 7 days, no cancellation fee will be charged. The session will be billed as usual. When rescheduling, we will look first on the same SLP's schedule, then on our other appropriate SLPs' schedules. If no make ups are available then the full fee is due.

Since HMS' SLPs sit in close proximity to you and often are working on oral swallowing with the jaw, lips, cheeks, and tongue, we are much more susceptible to catching a contagious illness. In accordance with the HMS Illness policy, we ask you, our clients, to respect our SLPs, our staff & our own families and other HMS clients & families. Please contact the office and receive a response to reschedule your therapy session as soon as you become sick or by 9:00 am on the day of the appointment if you have been ill with any of the following symptoms within the 72 hours prior to the session (evaluation or therapy):

1. You need to be vomit/diarrhea free for 72 hours before your therapy session.

http://www.cdc.gov/norovirus/about/symptoms.html

- · a temperature of 100.4 or above
- · sore/strep throat (&/or severely red throat)
- ·vomiting
- · coughing
- · contagious infection for which he/she has not started antibiotics (sinus infection, pink eye, flu, cold, severe coughing, etc.)
- · discolored mucous (yellow or green)
- ·influenza
- · any other contagious symptom

2. If you have exhibited any of the other contagious symptoms, you must be symptom free for 24 hours prior to your session. In the event that you need to reschedule your weekly therapy session, advance notice is required. Please keep in mind that careful planning and preparation goes into each therapy session to maximize progress and potential. Also, there is a waiting list for current slots. We encourage our clients to attend all of their scheduled sessions (1x, 2x, or more per week) so that he/she can receive full benefit from their therapy plan. Therapy sessions should be rescheduled if needed due to illness or other unexpected conflicts. This means that you may have one extra session that week, in addition to the regular sessions. Make up sessions are allowed for all but no show sessions. Please contact the office to receive a response as soon as possible or by 9 am on the day of your session if you need to reschedule. Any session not rescheduled by 9 am on the day of the appointment or a no show session will be charged at the full session fee. This fee is not eligible to be submitted to or reimbursed by insurance.

Please read and sign below for more information on make-up sessions. The fee for missed appointments must be collected prior to (or at) your next scheduled appointment. , understand that if I miss a session and have not called: 410-442-9791, texted (443)212-8523, or emailed office@helpmespeak, before 9:00 am prior to my session time to cancel, I will be charged for the session in full. I am responsible for confirming HMS' receipt of my cancellation/reschedule request. This fee is not covered by, or submitted to, my insurance company. The fee for a missed appointment will be collected prior to (or at) my next scheduled appointment. I understand that I am strongly encouraged to reschedule my session ASAP for continued progress on my treatment plan. Client Name Client/Guardian Signature Date Therapy Session Schedule Please remember that careful individual planning and time goes into preparing for your speechlanguage therapy. We aim to maximize your potential and progress with consistent therapy sessions. **Therefore** your schedule will be on the same dates and times each week for consistency. Client Name Client/Guardian Signature Date Therapy Schedule Change or Cancellation If I need to change my therapy session day or time, I will give HMS at least 10 days notice of this change. If we decide to cease therapy services, we will notify HMS at least 10 days in advance. Initials Client/Guardian Signature Date 4/2018 Help Me Speak

office@helpmespeak.com

www.helpmespeak.com

Therapy Tools

language therapy. Therefore provide/lend clients the first	individual planning and time goes into prepa we require you to bring the therapy tools to e tool of its kind to assist the client with their e th tool of \$1.00 excluding Bite Blocks. Bite I	each session. As a courtesy we will exercises. If the tools are lost/misplaced
cost of \$29.95.		
Client Name	Client/Guardian Signature	Date
	Damages	
• •	for any breakage or damage by myself, siblings fice space, etc.) within this office.	s, friends and relatives to any item (toys,
For Example: Session Monu	itor - \$100.00 (for a replacement monitor)	
responsibility for any damage	ged will be required prior to (or at) my next the by myself,, to any to (or at) my next scheduled therapy session.	± • • • • • • • • • • • • • • • • • • •
Client Name	Client/Guardian Signature	Date
	Therapy Agreement	
I,	_, understand that the cash rate varies (ask fo	or rates) or my copay \$ which
amount listed on the EOB (I balance for services not cove per CPT code, is different the	Mr Me Speak. I understand and agree that my configuration of Benefits), a portion of my deducted by my insurance, is my responsibility. I understand that my copant towards my deductible is due at the start of	uctible, per my insurance, &/or the erstand that the contracted insurance rate, ay is due at the time of service and that
	eck, cash, or credit card (American Express, Vandable after the service is rendered. Failure to	•
your evaluation. Therapy ses motor hierarchies, stretches,	r session(s) will be planned and will be individual sions utilize a variety of techniques and moda PROMPT, Kaufman cards, Lindamood Bell, eech-language Pathologist (SLP). Scheduled a	alities (which may include structured oral etc.) as appropriate to each your needs,
4/2018		Help Me Speak

Treatment sessions do not run over their allotted time. If the client is late (less than 10 minutes), the session will still end at its regularly scheduled time and be billed at the regular rate. If the client is over 10 minutes late, it will be at the discretion of the SLP and Office Manager if the you will be seen. If the you are not seen, you may be charged with a late fee/no show fee of \$100.00. The charge for each therapy session includes the SLP's direct, actual time working with the client, the consultation time with the client reviewing the goals of the treatment session and progress toward goal attainment, AND the coordination of care time including explaining any reasons for recommended for diagnostic testing, the procedure results, the SLP's impression/interpretation of these results, &/or further recommended diagnostic testing, the risks &/or benefits of treatment/therapy options; the instructions for treatment or follow up, the importance of compliance with SLP recommended treatment options.

The client understands that homework assignments are a *vital* component of the total therapy program and agree to participate as prescribed by the SLP. Exercises and tasks given for homework will be reviewed with the client. Help Me Speak aims to give homework elements that are emerging during therapy sessions and that will not elicit frustration for either the client during practice. Homework programs are typically prescribed 1-3x/day for 3-5x/week. The client, understand the importance of *consistent* weekly participation in the recommended homework plan. Lack of participation in or decreased consistency with the homework plan by the client may impact the client's overall amount and rate of progress. Help Me Speak is not liable for lack of progress, a reduced rate of progress, or a reduced amount of progress if the client has not been fully participating with the homework plan.

Help Me Speak speech-language pathologists must abide by ethical practices from their Professional Boards that forbid the guarantee of any specific progress results for any client.

By signing below	w, I acknowledge that I	have read and understand this therapy agreeme	nt, will fully abide by all of
the terms stated	l above and am consent	ing to therapy.	
Initials	Date	Client/Guardian Signature	

Sessions Include:

The client understands that the therapy session(s) will be planned and will be individualized in accordance with the results of your evaluation results. Therapy sessions utilize a variety of techniques and modalities (which may include structured oral motor hierarchies, stretches, PROMPT, Kaufman cards, Lindamood Bell, etc.) as appropriate to each your needs, which are selected by the speech-language Pathologist (SLP). Scheduled appointment times are adhered to. Treatment sessions do not run over their allotted time. If the client is late (less than 10 minutes), the session will still end at its regularly scheduled time and be billed at the regular rate. If the client is over 10 minutes late, it will be at the discretion of the SLP and Office Manager if the you will be seen. If you are not seen, you may be charged with a late fee/no show fee of \$100. The charge for each therapy session includes the SLP's direct, actual time working with the client, the consultation time with the client/any caregivers to review the goals of the treatment session and progress toward goal attainment, AND the coordination of care time including explaining any reasons for recommended for diagnostic testing, the procedure results, the SLP's impression/interpretation of these results, &/or further recommended diagnostic testing, the risks &/or benefits of treatment/therapy options; the instructions for treatment or follow up, the importance of compliance with SLP recommended treatment options.

The client understands that homework assignments are a *vital* component of the total therapy program and agree to participate as prescribed by the SLP. Exercises and tasks given for homework will be reviewed with the client.

4/2018 office@helpmespeak.com

Initials	Date	Client/Guardian Signature
		Communication
questions about will relay this to	any therapy informat my SLP or HMS' CE	tion with my SLP before/during/after each session, as appropriate. I will ask on, activity, or goal as needed. If I have a question, concern, or comment, I O in person or via email or phone. If I am considering a change in my LP or HMS prior to rendering my decision.
Client's Name		Client/Guardian Signature
		Check Return Policy
the \$25.00 NSF	_	eturned checks for non-sufficient funds. The sum of the original check plus ed prior to any further visits. ve terms.
Client's Name		Client/Guardian Signature
	Authoriza	tion to use Voice, Image and Likeness
session, group, chereby agree tha likeness. I furth use for the bene 164.524(c) (4) (I make no claim to	class or event) at Help at Help Me Speak man her understand that H efft of Educational tra HIPAA). I acknowled o any rights in such r	photographed, and/or audio taped during any therapy activity (evaluation, Me Speak. As a client participating in any therapy at Help Me Speak, I make video, photo, &/or audio recordings of my voice, image and/or llp Me Speak preserves such videotapes, photos, and audiotapes for its own ning, marketing and advertising and is in compliance pursuant to 45 CFR ge that the rights to any such recording belong solely to Help Me Speak and I cordings. To the extent necessary, I assign any copyright or other right which n such video and audio tape fully, completely and without royalty to Help Me
likeness	in any advertisement	beak to use video, photo, &/or audio recordings of my voice, image and/or or on the internet. The video, photo, &/or audio recordings of my voice, y be used for evaluation and therapy purposes.
Client/Gua	ardian Signature	Date
4/20 office	118 e@helpmespeak.com	Help Me Speak www.helpmespeak.com

	Help Me Speak session ONLY after the prior approval of the ny such approved recording needs to be emailed to:
office@helpmespeak.com or a DVD copy maclient/immediate family education. I agree N 0	by be given to HMS. I agree to use this video solely for the purpose of OT to post this video to any websites, social media sites, show it to proved in writing by Help Me Speaks` owner/CEO.
Client/Guardian Signature	Date
W	aiting Room Policy
responsibility and you will be charged according	rinking messy beverages in our waiting room. Any spills are your ngly. Water and dry snacks only are allowed in the waiting room. ts in the waiting room due to potential allergies of other clients.
Thank you for your cooperation and understa	nding.
☐ I understand & promise to abide by	the above waiting room policy.
Client/Guardian Signature	Date
C	Observation Policy
1 1 1	d observation of your session. Since family training and h session, we do <i>not</i> allow the family to "drop off" the client for a SLP first.
the session is completed. We require that guar	ible or liable for client and it is unsafe for client to be unattended after clian(s) be present in the office during the entire session. ting room via a monitor, in an adjacent unoccupied treatment room, LP.
· · · · · · · · · · · · · · · · · · ·	her professionals who would like to observe my session. These Policy. I understand that I have the right to deny any observation ad understanding.
I understand & promise to abide by the above	e Observation Policy.
Client/Guardian Signature	Date

4/2018 office@helpmespeak.com

Medical Attention

I,, agree that in the undersigned will be responsible for the client while the client is enrolled the administration of drugs, and the agrees to make any and all arrangem or medical clinic in the event of an emergency contact cannot be reached permission to make decisions regard agrees that Help Me Speak, its owneany accident or losses, however cause	I in the program, including, but e performance of any and all life ents for the client's transporta emergency situation involving t ed during the medical emergen- ding any and all medical and su ers, employees, contractors, vol	ated to all medical and survival not limited to, the decisions are e sustaining procedures. The tion and admittance to any ho he client. In the event that the cy, the undersigned gives Help rvival procedures for the clien	al procedures for about medical care, undersigned further ospital, health centerne guardian or p Me Speak at. The undersigned
Client/Guardian Signature		 nte	
	Release of Liab	ility	
The undersigned waives any and all employees, contractors, volunteers a including and without limitations, pundersigned agrees to defend, inder any claim (including reasonable atto the breach by me or the participant.) I am the client or legal guardian(s) of understand this entire Agreement as will abide by all rules and policies of Me Speak, are deemed necessary and Finally, no client will be admitted to	and staff as a result of any injury ersonal, bodily or mental injury mnify and hold Help Me Speak erneys' fees) arising out or result of this Agreement. of the above referenced client and agree to and accept its terms of Help Me Speak, which are suld reasonable for the best interest.	ry, loss, theft, or damage to any control of the co	ny such person, ge to the client. The of the client or me or e read and gree that the client the opinion of Help Speak, sessions.
Client/Guardian signature		Date	
HIPAA In My signature on this form acknowle practices of Help Me Speak. The In room. Copies are available upon re-	nformation Practices & privacy	erstand, and agree to the HIP	PAA private policy
Client/Guardian Signature	Print Client Name	Date	
4/2018		Help	Me Speak
office@helpmespeak.com		www.helnmes	peak com

RELEASE OF INFORMATION

Client's name:	
	release information to and to receive information regarding my not results from the following individuals: (e.g. organizations/client)
Primary Doctor's Name	Address/Phone Number/email
Other Doctor's Name	Address/Phone Number/email
Dentist/Orthodontic Contact Name	Address/Phone Number/email
Other	Address/Phone Number/email
Client/Guardian Signature	Relationship to client
Date	

4/2018 office@helpmespeak.com

Client Registration

Date:	Client's	Name:
Date of Birth:	Age:	
Responsible Party:	(Relationship):	
Address:	Client	
Home Phone:		
Occupation:		
Work Phone:		
Employer/Address:		
Diagnosis (Reason for Treatment): Onset Date:		
Professional Who made above diagnosis: Professional Credentials (type):		
I certify that the above information is true. I will no	otify Help Me Speak of any changes to the above info	ormation.
4/2019	TI-l-	

4/2018 office@helpmespeak.com