



6960 Destiny Dr. Suite 112
Rocklin, CA 95677
916-415-0119/Fax-916-415-0120

Frequently Asked Questions

How long will the evaluation take?

We set aside a varying amount of a therapist's time for an evaluation. Depending on your child's ability to participate, the diagnosis and testing required, an additional appointment may be necessary. **Your paperwork must be received by the office at least 3 days prior to your appointment for review. This allows the therapist to review your child's history and determine what type of testing and or assessments to use. You will need to provide your insurance card and prescription for therapy services PRIOR to your appointment.** You co-pay or payment toward your deductible will be collected if you have insurance. Psychological evaluations will require a greater amount of time and will vary in length depending upon the area of suspected concern.

How will the evaluation be structured?

The therapist will review your child's history information with you and discuss your concerns. Based on that information, any necessary testing will be administered. The therapist will then review the results of the test(s), discuss areas of delay or impairment, and make recommendations regarding therapy. If therapy is recommended, you may schedule the therapy sessions that day. If insurance authorization is required for treatment, paperwork will be submitted and you will be notified once approval is received.

What if my child has been evaluated at another facility but I want to bring my child to Baby Steps Therapy for therapy?

If your child's evaluation occurred within the last three months and was not given through the school district, we will accept the evaluation only if there is a plan of care (goals) attached. You may fax us a copy of the evaluation and plan of care and our therapists will review it to determine if it is a plan of care they can work from. If it is determined that the report and plan of care is acceptable, then we will contact you to discuss scheduling options. We will not promise or hold any appointments during this review time. Scheduling will only be discussed after our therapists have had an opportunity to review the documentation. If our therapist(s) determine that there is not enough information given in the report and plan of care, we will contact you to schedule a new evaluation. Unfortunately we cannot accept an evaluation from your child's school due to the differences between a clinical evaluation and an educational evaluation.

Can I be present for the evaluation?

You will be required to initially accompany your child to the therapy area so the evaluating therapist may discuss your concerns and your child's history information. There are occasions



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when a child does not perform well with a parent present. If this occurs, the therapist may ask you to wait in the waiting room for the remainder of the evaluation.

Can I bring my child's siblings?

It is best to make childcare care arrangements for siblings. The therapist will want to spend time discussing your child's history with you and may have additional questions. Other children in the room may be a distraction to you, the therapist, and/or your child. Furthermore, we cannot allow children of any age to be left alone in the waiting room nor can we allow other children to play on any equipment in the facility.

What if I have to cancel my child's evaluation?

We require at least 48 hours notice if you need to cancel or reschedule the evaluation. In the event that you do not show up for your child's appointment or provide at least 48 hours notice to cancel or reschedule the appointment, you will be charged the full cost of the evaluation, which is \$385.00

If services are recommended for my child, how long will (s)he needs to receive therapy?

Recommendations for the frequency and duration of therapy services vary and will depend on your child's skill level and severity of delay or impairment. Other important factors that will impact your child's progress include consistent attendance, parent participation, daily practice, and carryover of therapy activities at home.

How long is a therapy session?

Therapy sessions vary in length depending on Speech or OT treatment and are either 25 or 50 minutes in length. The last 5-10 minutes of the hour will be used to discuss your child's therapy session and review any home activities the therapist recommends. Please keep in mind our therapists have very busy schedules and be respectful their time by closing your discussions by the top of the hour. If you have additional questions or would like to discuss your child further, please email or call the therapist. If you feel you need a significant amount of time to take to your child's therapist, you may schedule a consult appointment with your therapist. The charge for this appointment is \$50.00/30 minutes. This fee is due from you at the time of the appointment and will not be billed to insurance.

This appointment is also subject to our cancellation policy.



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Can I leave the facility during my child's therapy session?

You may leave, but we must have a phone number where you can be reached in case of an emergency, and you must return to the clinic at least 15 minutes before the end the hour.

Can I be present during the therapy sessions?

This will dependent on the type of evaluation and/or therapy that is being performed. The ultimate determination is made by the evaluating/treating professional.

Does insurance cover therapy services?

Baby Steps Therapy will collect information to verify your benefits and eligibility. In **addition we require that you contact your insurance company to inquire about your benefits for therapy services.** At the time of **your** visit **Baby Steps Therapy** will collect an *estimated payment based on the information quoted to us by your insurance company.* **Please understand that insurance benefits stated by your insurance company are not a guarantee of payment or coverage and are subject to medical necessity and eligibility at the time the claim is received. Should your insurance company deny payment, you are ultimately fully responsible for the total charges for services and/or treatment rendered.**

What if I have more questions?

Our staff is available to answer any additional questions you may have. Please contact our office.