

Fees are fixed for one year. After one year, your fees will be updated to current rates.

PAYMENT OPTIONS

Please open every invoice/receipt we send you – any notes about a credit card that can't be processed, or your insurance benefit being paid in full will be noted on the invoice/receipt. If you choose not to open our emails, you will miss this information. ***Clients are responsible for paying invoices upon receipt and for keeping track of any amount owing.*** Clinical staff are not involved in billing – if you have questions about any amount owing or insurance claims, please contact our Administrative Assistant (admin@shoreline-therapy.ca; 902-405-7855) or Clinic Manager (manager@shoreline-therapy.ca; 902-219-3065).

Our Administrative Assistant can accept your payment during their office hours or your direct service provider can take your payment within the last few minutes of your appointment. We accept debit, credit card, Apple Pay, and Google Pay. Invoices and receipts are emailed at the end of the day. Clients can pay online through Jane App or send an etransfer to manager@shoreline-therapy.ca (include client name or invoice number).

Direct Billing to an Insurer

The insurers we can direct bill to is listed on our website under [Fees](#). We can only direct bill to the **first payer** (e.g., for children, the guardian whose birthday is first).

Please ***speak with a representative of your insurer to understand your coverage.*** To protect your privacy, insurers will not release all of this information to us. Ask about the annual maximum benefit (e.g., \$1800/year or 20 visits a year), % covered per visit (e.g., 80% per visit), and maximum covered per visit (e.g., 80% up to a maximum of \$130/visit).

Claims are typically submitted **within a few days** of your appointment. We will send you the receipt after we process the claim. If there is a balance owing, this will be shown on the receipt. ***Clients are responsible for budgeting their own insurance and keeping track of how much coverage they have left.*** Once your insurer indicates the benefit is paid in full, this will be noted on the receipt/invoice.

Insurance companies will not pay the fee **if you miss your appointment** or cancel with less than 24h notice – you will be responsible for those fees.

Funders

We can direct bill to **Jordan's Principle, Department of Community Services**, and insurers covering services following a **motor vehicle accident**. Familiarize yourself with your funder's policies. Many 3rd party funders will not pay for fees related to missed appointments and late cancellations – clients may be responsible for those fees.

DETAILED PROFESSIONAL FEES

Our rates are set to cover the cost to provide the service requested by the client, including fair wages for professional and administrative staff, the clinic space and its maintenance, assessment tools, treatment materials, clinical supplies, testing equipment, insurance, and computer software.

Professional fees for assessment, tutoring, and OT/SLP treatment sessions cover the appointment and all additional preparation, analysis, documentation, and supply of materials for sessions (exceptions: AAC device programming and modification and completing applications for adaptive equipment). Appointment times *include* discussion of home practice, payment, and scheduling.

Assessment rates are based on the number of hours required for in-person testing, data analysis, report writing, and assessment tools. The ***estimated*** time to complete the type of assessment is provided below. If the assessment takes longer

than anticipated due to the client's needs (e.g., longer response time, more frequent breaks), the additional time is billed at the relevant hourly rate. We provide a written report either after the assessment is completed (2-4 weeks depending on the scope of the analysis and current workload) or after a block of treatment. Assessment sessions (especially for children) are **typically 60-minutes maximum per visit**. Sessions can be shorter if needed. If the family is travelling from a distance, we can accommodate completing the assessment all in one day with breaks for the client if appropriate.

1. Assessment – Speech-Language Pathology, Occupational Therapy

Standard assessment..... \$195/hour (1-2 hours)

The client will likely be working with the OT or SLP for intervention after the assessment. The written report includes the results of the assessment and general plan for intervention. In the case of SLP assessment, the report includes any relevant diagnoses of communication disorders.

Consultation & evaluation\$160/hour (30-60 minutes)

This service applies when the client has **recently** (timing depends on age and area being assessed) seen a relevant professional (e.g., SLP, OT, psychologist) **and they have a complete written report** including diagnosis (if relevant), impressions, the names of standardized tests administered, and scores from standardized tests. In these cases, a full comprehensive assessment is not required. The clinician may be obtaining and analyzing some updated baseline data for monitoring progress and determining initial treatment goals using standardized or non-standardized informal tools as appropriate and reviewing the documentation from other professionals. The clinician summarizes their data and plan in a brief written summary.

The assessment report from the other provider(s) must be **received** at Shoreline **before** the client is seen. **If the content in the report is insufficient to adequately serve the client, upgrading to a standard assessment may be required.**

Literacy assessment (SLP)\$225/hour (2-3 hours; usually 2)

The purpose of evaluation is to determine if the child has a *reading deficit*, determine their *specific profile* of strengths and challenges, inform *referrals* to other professionals (e.g., psychology, occupational therapy), and *screen* for speech and language difficulties which frequently co-occur with reading disorders. The information obtained informs SLP treatment and/or tutoring programming (depending on the type of support required).

Standard consult assessment.....\$260/hour (2 hours)

The client will not be working with the OT or SLP for regular intervention – the report includes the results of the assessment with specific recommendations for supports in daily life (e.g., home, school, work). Preparation of the report requires more time than a standard initial assessment.

Extended assessment..... \$260/hour (2-3 hours)

For children/adults with more complex needs and/or when more extensive analysis of results is required. The client and their family will be working with the OT for intervention after the assessment. The report includes the results of the assessment and general plan for intervention.

OT examples: adult cognitive assessment; children with more complex motor, sensory, and/or cognitive needs

SLP example: assessment as part of a legal proceeding determining competency to work

2. Treatment – Occupational Therapy, Speech-Language Pathology

One-on-one treatment (most common) 30m = \$75 | 45m = \$100 | 60m = \$130

SLP/OT provides direct treatment to client. For children, this may include parent coaching and training to continue treatment at home between sessions.

Sibling treatment 45m = \$100 | 60m = \$130

For two siblings with compatible goals who can receive treatment together at the same time.

Group treatment..... custom depending on group (approx. \$40 per participant)

For 3-4 participants from different households.

Home programming (SLP only) 45m = \$150 | 60m = \$180

This option is available for children with mild articulation and phonological speech sound disorders. The guardians deliver treatment at home. Sessions are once every two months to update goals and to provide new materials. The SLP teaches the guardians how to do the home exercises. There is more preparation work for the SLP than there is for typical sessions.

Parent meeting 30m = \$40 | 45m = \$60 | 60m = \$80

SLP/OT provides service directly to the guardian without the child present. The service is to review documents such as assessment reports or to have discussions that are more appropriate without the child present. This option is chosen when there is less preparation required than for a typical treatment or coaching session.

Parent-only coaching..... 30m = \$75 | 45m = \$100 | 60m = \$130

SLP/OT provides service to the guardian without the child present. The purpose is to provide education, training, or coaching to support the child. This option is chosen when there is the same preparation and follow-up as a treatment session.

Site visit (e.g., preschool)..... 30m = \$75 | 45m = \$100 | 60m = \$130 + mileage

When a session takes place off site. Mileage for the round trip between Shoreline and the site is charged at the current CRA rate (at this time, this is \$0.70/km).

SLP/OT joint session..... 70m = \$220 (\$110 OT + \$110 SLP)

The SLP and OT alternate working with the child and meeting with the guardian(s). When appropriate, this type of session is efficient for the child and family as they are at the clinic for less time than if they were to see each professional individually for the same amount of time. By alternating between different types of work, the child needs fewer breaks and doesn't fatigue as easily. Guardians also have one-on-one discussion time with each clinician while the child is working with the other clinician.

SLP/OT interprofessional session 45m = \$200 | 60m = \$260

The SLP and OT are working with the child and guardian(s) at the same time. This type of joint session is most appropriate for children with more complex needs in which each clinician can be more effective because of the presence and concurrent work of the other clinician (e.g., the SLP works on communication goals while the OT works on emotional regulation goals during the same task). It is also more efficient for the child and family as they are at the clinic for less time than if they were to see each clinician individually. The clinicians each have the same amount of preparation as they would have for a typical session of the same length because they are working with the child for the length of the entire session.

3. Tutoring – Literacy & Math

Literacy assessment (by SLP)\$225/hour (2-3 hours; usually 2)

This service applies when the client's literacy skills have not been fully assessed previously or recently. The purpose of evaluation is to determine if the child has a *reading deficit*, determine their *specific profile* of strengths and challenges, inform *referrals* to other professionals (e.g., psychology, occupational therapy), and *screen* for speech and language difficulties which frequently co-occur with reading disorders. The tutor will use this information for the student's *individualized programming*. The fee *includes* a detailed written report.

Literacy consultation & evaluation (by SLP) \$160/hour (usually 30-45 minutes)

This service applies when the client's literacy skills have *recently* been fully assessed by a psychologist or SLP and has a *complete written report* with diagnosis (if relevant), impressions, the names of standardized tests administered, and scores from standardized tests included. The assessment report must be received at Shoreline *before* the client is seen. In these cases, a full comprehensive assessment is not required. The SLP obtains *baseline data* for monitoring progress and for the tutor to plan for the student's *individualized programming*. They also *screen* for speech and language difficulties which frequently co-occur with reading disorders. The clinician summarizes their data and plan in a brief written summary.

Math support evaluation (by Math Tutor) \$91/hour (usually 30 minutes)

Math supports begin with an evaluation by our math tutor. The purpose is to determine the student's current strengths and needs and to inform programming goals. The tutor summarizes their data and plan in a brief written summary.

Tutoring sessions (literacy and math) \$74/hour

4. Related Clinical Services

Insurance plans may not cover the following services. Please check with a plan representative.

SLP/OT case conference attendance.....\$80/h

This is the rate for when guardians request their SLP/OT to be present for a school case conference.

Augmentative or adaptive equipment applications (OT/SLP).....\$65/h

For completion of paperwork by an OT for obtaining adaptive equipment or an SLP for augmentative communication systems. The clinician will provide the client with a rough estimate / range of how long they anticipate that the application forms will take them to complete.

AAC device programming and modification (SLP/OT) \$65/h

This is the time outside of sessions spent on programming (SLP) and/or modification (OT) of augmentative communication devices. The SLP/OT will provide the client with a rough estimate / range of how long it will take them to complete the work.

Preparation of a progress report (OT/SLP) \$65/h

If a client requests a progress report be prepared, this requires time outside of the standard preparation/documentation time for a session. The SLP/OT will provide an estimate of how long they anticipate it will take to write the progress report.

POLICY FOR CANCELLATIONS AND MISSED APPOINTMENTS

We will provide as much notice as possible when a session must be cancelled due to illness or hazardous weather. This notice will be sent by **email**. Please **check your email before you leave for your appointments**.

When a client makes an appointment, they have **reserved the service provider's time**. When they don't arrive for their appointment or cancel with minimal notice, it means staff have already prepared for the appointment (writing session plans, planning activities, doing research, creating materials). The clinic has also prepared and paid for personnel, services, equipment, and space for you to receive your service. It also means it's too late to fill the spot with another client (e.g., those waiting for an assessment, clients who ask to reschedule due to a conflict). It also impacts families who are on the waitlist for a caseload spot (especially high demand evening and weekend spots).

When a client does not arrive for a scheduled appointment or cancels with less than 24 hours of notice, they will be responsible for the full fee for the time they reserved with the service provider. If you have asked us to charge your **credit card** after each visit, this charge will be on your card. **Insurance** companies and **government funders** usually **do not pay for missed appointments** – the client is responsible for these fees. There is no fee for late cancellations due to illness, dangerous road conditions, death, or medical professionals unexpectedly mandated to work (e.g., nurses and physicians).

Our system will send an email and/or text reminder in advance as a courtesy, but **clients are responsible for making note of their appointments and taking measures to remember them**. To avoid no-show and late cancellation fees, please keep track of your appointments. If you are aware of a conflict, please give us as much notice as possible so that we can make the time available to another person who needs it.

Out of consideration for our clinicians and persons on the waitlist, we cannot continue to hold a caseload spot if a client cancels a large proportion of their appointments. If a client frequently cancels, they will be asked to consider if the timing is right for therapy, if another day/time would work better with their schedule, or if services should be discontinued until a better time for them.