

# ComKey's Policy Manual for the Client



**COMKEY THERAPY, LLC**

Because communication is the key

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# Overview of Programs

## Speech Therapy & AAC Devices (Tx & CT)



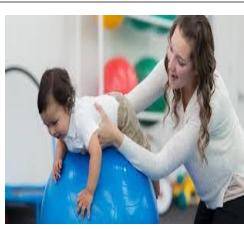
Speech therapy is an intervention service that focuses on improving a person's speech production and the ability to understand and express language. Feeding services are also available.

## Behavioral Therapy (CT only)



Behavioral therapy is an umbrella term for types of therapy that treat many disorders. This form of therapy seeks to identify and help change potentially self-destructive or unhealthy behaviors. It functions on the idea that all behaviors are learned and that unhealthy behaviors can be changed. The focus of treatment is often on current problems and how to change them.

## Occupational Therapy (CT only)



Occupational therapy practitioners enable people of all ages to live life to its fullest by helping them promote health, and prevent or live better with injury, illness, or disability.

# Getting Started

## The Process of Moving Forward

After contacting our office staff, you will be asked to provide basic information for the clients file. Once all information is received which may include but not limited to name, address, insurance, doctor information and or referral, our office staff will schedule an evaluation with the specialist of need (may be more than one).

Wait list times can vary based on our therapist availability and the area you are located in. Some services may be available to you within two weeks, others may take up to six weeks based on the above factors.

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## Evaluations, Insurance, and Payments

ComKey Therapy's evaluations may be conducted in the home or the office. Once the evaluation is complete our staff will send off necessary documentation to get insurance authorization or collect any copayments, if required. Once all insurance or payments have been completed, our office staff will contact you within two weeks of your evaluation to inform you of your therapist (if qualified). Often the therapist will contact the parent/guardian directly to schedule weekly sessions (if not already discussed at the time of the evaluation). Please keep in mind that our therapist have pre-set schedules with previous clients so available therapy times are limited.

# What to Expect

## Expectations from Therapist; Re-evaluations

Speech, Behavioral and Occupational all have different limits to how many times a week and for how long each session will last. This will be discussed with you by our office staff. Once your therapist has been assigned and you have been notified, your therapy will begin to take place. This may happen in the home or office.

If the client is needing to be seen by many different specialties (Speech, Behavioral and/or Occupational), cotreatment is common. Meaning one or more therapist may come together to conduct therapy at a time.



*Re-Evaluation every six months to a year depending on insurance*

Depending on insurance, re-evaluations will be conducted every six months to a year. Re-evaluations will reassess where the client was when first starting therapy to present. Clients may be discharged from services at this time if the specialist feels as though the goals have been reached and the client is no longer in need of services. Others may be recommended to continue to work towards their set/new therapy goals.



Our team will do everything to ensure clients are being seen by who best fits their needs. However, please note that you may not have the same therapist for a long period of time. This may be a result of them going back to school, changing careers, promotions, quit, life changes etc. That being said we will still try our hardest to keep your therapy consistent as possible.

# Company Policies

*ComKey Therapy has policies in place to make our services fair to all clients and staff. While receiving/providing services ComKey Therapy ask that all clients and staff abide by the company policies. Please see a few key policies within this packet. The following policies are intended as guidelines only and are subject to change at the sole discretion of ComKey Therapy.*

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## **Insurance / Payment**



- ComKey Therapy accepts insurance and provides those who do not have insurance with payment plans. We will collect any insurance co-payments that your policy requires. If a payment plan is needed, at least one week in advance of payment is required at a time. There will be invoices sent out monthly as a reminder for copayments or payment plan installments. All payments can be paid by cash, credit/debit card or check. If insurance becomes inactive or denies the claim(s), the parent/guardian is responsible for the outstanding balance. If our staff notices there may be a billing issue(s), ComKey will put the client on hold until the issue is resolved.

# Therapist Dress Code

ComKey Therapy's expectations are professional and clean, we provide services to those who are more prone to illnesses. All therapists should arrive at the client's home, Dayhab or library, etc. presented clean and dressed professionally. Therapists must wear ComKey Therapy name badges and must have a copy of their state license (if applicable) on them while performing services.



- Tops: Company shirt, Polo, loose fitting professional shirt (no profanity, inappropriate logos, rips, tears and holes).
- Bottoms: Loose fit Jeans (No rips/holes, must go past hips), Khakis, scrubs.
- Shoes: sneakers, boots (no opened toe shoes, sandals or heels), flats.

# Documentation During Visits



ComKey Therapy ask that all therapist complete / collect the following from each visit:

- Therapy Note (therapist are allowed to complete therapy note for the last 5 minutes of each visit).
- Parent / guardian signature (we ask that the parent/guardian is involved for at least 25% of the therapy session)

# Different for Schools

ComKey Therapy is a medical rehabilitation treatment center. Our focus is to help assist our clients to reach their most functional developmental abilities. ComKey employees do not attend school-based meetings for we believe that parent(s) should be able to collaborate between the facilities to exhibit understanding and carry-over.



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# Hours of Therapy

Monday – Friday 8:00 AM – 8:00 PM



- Therapy starts when the therapist arrives at the location of therapy. Being on time and prepared for our therapist is crucial to getting the full session time.
- Therapist need to leave their appointment no later than 9:00 PM

Special appointments can be made Saturday and Sunday (on special circumstances and approval)

## Missed Visit(s)



All missed visits must be completed within 14 days of the original scheduled appointment. If the therapist is not available for makeup visit the client/therapist may call into request another therapist to make up the missed sessions.

## Cancellation(s)

If any client missed three or more therapy sessions within a thirty-day period the client will be removed from their current therapist schedule which then they will go back into the que of available therapist. If a therapy time is not set from the parent/guardian within thirty-day period or the client cannot be contacted, the client will be discharged from ComKey Therapy. The client may be notified of this hold or discharged by phone, email or letter. If the parent/guardian does need to cancel therapy, we ask that they notify the therapist and the office at least 2-4 hours before the scheduled time.



## Inclement Weather



In the event of dangerous weather, ComKey Therapy does not expect its employee to drive in unsafe conditions. ComKey's policy is to go by the school closing within the counties they work and live in. The employee may reschedule the visit for another day. If the weather clears early in the day, it is recommended that you go forth with your regular scheduled times. If the schools are not closed, ComKey asks that the employee use their best judgement. All visits are still required to be made up.

## Holiday(s)



Employees are not required to work on certain Federal holidays, if they choose. However, if the parent would like makeups for any of the following dates, employee must make accommodations to do so. *Company holidays* - New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving (Black Friday), and the week of December 25<sup>th</sup> until January 1<sup>st</sup> (during this week all ComKey Therapy offices will be closed.)

# Documentation Request



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Parent/guardian may request documentation for any service ComKey Therapy provides. Therapist are not to provide any documentation to anyone except for the parent/guardian or medical providers. The parent/guardian must call or email the ComKey office staff for such request. In the case that an educator, lawyer, etc. requesting documentation for a client, ComKey will send all request directly to the parent. ComKey Therapy has 14 business days to send requested documentation.

## THANK YOU!!!!

*We are very grateful to have you as a client and appreciate your flexibility and patience as our company continues to provide the best therapy and services.*

*If you ever have any questions or concerns, please do not hesitate to contact the office. We are here to assist your family needs the best we can.*



## Contact Us

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