

FREQUENTLY ASKED QUESTIONS: SCHOOL BASED THERAPY

REQUIRED PAPERWORK

What paperwork does HHT require before ever seeing a child in our school system?

- A signed contract from the school system for therapy services must be on file.
- One signed Helping Hands Therapy parent/guardian consent form per child OR one school parent consent form that Helping Hands Therapy has approved as meeting our needs for liability coverage. Some school systems require a parent consent signature each year before our therapists can begin seeing that child. If that is the case for your school system, please let us know.
- Drs Orders are required for all PT and OT students for each new school year. Orders are active for 12 months.
- Drs Orders are required for any Speech contracts where the system has elected the Medicaid billing option (the ONLY exception will be for initial evaluations for speech).

What student demographic information is needed EACH new school year? Please send report NO LATER than Sept 1.

- Completed Helping Hands Therapy parent consent forms each new school year would give us the information we need.
- Otherwise, a report with the following information needs to be emailed to schools@helpinghands-therapy.com:
 1. Student first and last name-correct spelling
 2. DOB
 3. Address
 4. Social
 5. Phone
 6. School
 7. Where child will be treated
 8. teacher and/or case manager
 9. Disciplines of therapy desired (PT, OT and/or Speech)
 10. Parent/Guardian name

How are discharges handled so that both the schools and HHT are aware?

- HHT school therapists complete a Discharge Notification form (can be found on website's School Therapy page) and sign it.
- HHT Therapist must have a school representative sign this (some systems require that SpEd Coordinator or assistant must sign it. Please make HHT aware if that is your preference.
- HHT therapist submits form to HHT Caseload Coordinator.
- HHT Caseload Coordinator will send School SpEd Coordinator a copy for their files. There is also a line for parent's approval of discharge. School is responsible for obtaining that signature according to their needs.

CASELOAD MANAGEMENT AND NOTES/DOCUMENTATION

How can the school access reports and treatment notes?

All school systems will be equipped with a login and password for Casamba, our electronic documentation system. You can access notes on all students in real time. We no longer send notes with invoices due to HIPAA restrictions. Casamba downloading instructions can be found at www.helpinghands-therapy.com on the School Therapy page under Forms. Casamba instructions for reports and typical usage are also available on our website. Please contact Client Relations Manager for assistance.

How can we be sure that our caseload information matches?

Caseload updates/summaries will be sent to Special Education Coordinators each quarter by the School Caseload Coordinator. Casamba is typically an accurate reflection; however we do not discharge students from treatment care without a signed discharge form or direct communication from Special Ed Coordinators.

How will the school be given the completed evaluations?

Evaluations will be sent directly to Special Ed Coordinators by HHT Caseload Coordinator.

INVOICE RELATED QUESTIONS

How are invoices handled?

All invoices are sent out on or around the 10th of the following month. The only exception should be the last bill of the school year, which includes both April and May and is sent out the first week of May. We want to help meet the needs of the school system meeting fiscal year deadlines: For flat rate contracts, September invoices can be sent out with August invoices. For hourly contracts, September invoices can be sent out earlier in October. Please let us know if this is needed by emailing schools@helpinghands-therapy.com

How is the rate adjustment factored when we have elected for Medicaid Billing option?

As stated in contracts, monthly costs are based on the Special Ed Coordinator supplying HHT with signed parent consent forms for at least 85% of the caseload. Monthly rates will be increased if the required percentage of caseload does not have completed parent consent forms. Percentage of caseload with completed and signed parent consent forms will be calculated as of October 1st of each year that contract is in force, and the costs due for all months beginning October of each school year will be determined at that time from that percentage. While we do not adjust the rate based on the number of doctor's orders that are up to date, please know that the percentage of the caseload with both signed parent consents AND current doctor's orders dictate our ability to offset our discounted rates with Medicaid billing.

CONTACT INFORMATION/ WHO TO CONTACT:

Who are my main contacts at Helping Hands Therapy?

School Caseload Coordinator:

schools@helpinghands-therapy

Fax: 334/624-3960

Phone: 205/575-1609, ext. 1

Rehab Manager (scheduling, contracts, clinical resource, quality of therapeutic services questions):

Dana Ramer

dana@helpinghands-therapy.com

Phone: 205/575-1609 ext. 104

Your Therapists:

Visit: www.helpinghands-therapy.com, About Us- Meet Our Team for email, bios, and extensions to company phone number 205/575-1609

Accounting/Business Office:

accounts@helpinghands-therapy.com

Business Manager: Lisa Smith 205/575-1609, ext 123

Where do I report questions or concerns about individual therapists?

Please contact Rehab Manager

Where do I report questions or concerns about therapy needs of individual students?

Please contact Rehab Manager or School Caseload Coordinator

Where do I report questions or concerns about scheduling?

Please contact Rehab Manager

Where do I report questions or concerns about invoices?

Please contact Accounts@helpinghands-therapy.com, or Business Manager

CONTRACT-RELATED QUESTIONS:

Does our contract expire at the end of the current school year?

No. We spend a great deal of resources recruiting and training quality school therapists, ensuring that your needs are met from the first day back at school the following year. Because of this, all contract agreements are worded as ongoing (not just the year of initialization) until a written 60-day cancellation notice is given by either party. We work hard to ensure that our therapists are assigned, trained and ready to go each year UNLESS the company has received timely notification of any changes.

Do we need to have a new contract for each school year?

No. we understand that some school systems require it for their records. If that is the case for you, please notify the Rehab Manager to have a new contract drafted. We want to simplify the process as much as possible, so contracts have been worded as ongoing agreements. Contracts remain in effect until either party submits a 60-day written cancellation notice. There may be cases where contracts need to be amended due to caseload changes. Helping Hands Therapy will be in contact with the school systems where such is the case.