



THERAPY AND WELLNESS CONNECTION

10010 Brecksville Road
Brecksville, Ohio 44141

Phone: 330-748-4807

Fax: 330-266-7513

Notice of Privacy Practice & Confidentiality THIS NOTICE DESCRIBES HOW PROTECTED MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Therapy and Wellness Connection LLC's client/family's confidential information will be upheld to the fullest extent possible. Therapy and Wellness Connection LLC will follow HIPAA rules. For more information on HIPAA rules and your rights, visit US Department of Health and Human Services website, www.hhs.gov/ocr/hipaa/, or call Health and Human Services toll-free, 866-627-7748.

Therapy and Wellness Connection LLC is permitted to make uses and disclosures of protected health information for treatment, payment and health care operations, as described in the following examples:

- a. For treatment - We may share with your physician, teacher, or other relevant professionals, copies of your treatment plan or evaluation to update him/her on your progress or for his/her approval or recommendations.
- b. For health care operations - We may access your health information for purposes of quality improvement within our facility.
- c. For payment - We may send information to your health insurance plan for them to review and determine level of coverage for therapy services.

Therapy and Wellness Connection LLC is permitted or required, under specific circumstances, to use or disclose protected health information without the individual's written authorization. Other uses and disclosures will be made only with the parent's or individual's written authorization, and the individual may revoke such authorization.

Therapy and Wellness Connection LLC intends to engage in one or more of the following activities:

- a. Therapy and Wellness Connection LLC may contact the individual to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to the individual or patient.



- b. A group health plan, or a health insurance issuer or HMO with respect to a group health plan, may disclose protected health information to the sponsor of the plan.

The Individual has the following rights regarding protected health information:

- a. The right to request restrictions on certain uses and disclosures of protected health information. Therapy and Wellness Connection LLC is not required to agree to a requested restriction, however.
- b. The right to receive confidential communications of protected health information, as applicable.
- c. The right to inspect and copy protected health information, as provided in the Privacy Regulation.
- d. The right to amend protected health information, as provided in the Privacy Regulation.
- e. The right to receive an accounting of disclosures of protected health information.
- f. The right to obtain a paper copy of the Notice from the covered entity upon request. This right extends to an individual who has agreed to receive the Notice electronically.

Therapy and Wellness Connection LLC is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and Privacy practices with respect to protected health information. Therapy and Wellness Connection LLC is required to abide by the terms of the Notice currently in effect. Therapy and Wellness Connection LLC reserves the right to change the terms of this Notice. The new Notice provisions will be effective for all protected health information that it maintains. Therapy and Wellness Connection LLC will provide individuals or patients with a revised Notice by emailing a notice.

Individuals may complain to Therapy and Wellness Connection LLC and to the Secretary of the Department of Health and Human Services, without fear of retaliation by the organization, if they believe their privacy rights have been violated. A brief description of how the individual may file a complaint follows:

COMPLAINTS: Therapy and Wellness Connection LLC clients and/or their guardian have the right to voice their complaints. Complaints should be made in writing to Jaelyn McClymont at Therapy and Wellness Connection LLC, 10010 Brecksville Rd

Brecksville, OH 44141.

Upon receipt of a complaint, an action plan to resolve the problem will be implemented. Therapy and Wellness Connection LLC



will in no way retaliate because of a complaint.

This Notice is first in effect on September 20, 2014. Therapy and Wellness Connection LLC elects to limit the uses or disclosures that it is permitted to make, as follows: Therapy and Wellness Connection LLC is committed to limiting the disclosure of PHI (protected health information) only to the degree necessary for the purposes of treatment, payment and healthcare operations.

Health & Safety Therapy and Wellness Connection LLC follows health and safety guidelines to ensure the safety of the clients. Precautions that the therapist uses include; wearing gloves while handling bodily fluids and disinfecting toys/materials that have come in contact with bodily fluids. All bodily fluids are treated as if infections.

Non-Discrimination Therapy and Wellness Connection LLC does not discriminate on the basis of race/ethnicity, color, national origin, sex, disability, veteran status, political beliefs, religion, sexual orientation, or age in the administration of any of its services, admissions policies, or other agency-administered programs.

Jaclyn McClymont , owner will handle all inquiries regarding its efforts to comply with and carry out the above responsibilities. She can be contacted as follows by calling (330)8422697, writing to Therapy and Wellness Connection LLC Attn: Discrimination Complaint, 10010 Brecksville Rd. Brecksville, OH 44141.

Service Delivery The therapist primarily works with children with various disabilities. It is understood that children with disabilities need specialty treatment in the realms of social communication, emotional regulation, behavior modification, and or specific objectives from their Individualized Education Plan.

If a service is provided at a location where the therapist drives less than 15 miles, pricing for services are as follows in our Fees (separate document). The cost of any service increases by 10% for each additional 5 miles driven beyond the 15 mile service radius. The therapy center address is 10010 Brecksville Rd. Brecksville, OH 44141 and distance will be calculated from this address unless otherwise agreed upon by Therapy and Wellness Connection LLC and the client. In home sessions require a one hour minimum. If a shorter session is requested the one hour rate will still apply.



Transporting a child will be incorporated into the cost of the service with an agreed upon flat rate based on distance and time, or at the state reimbursement mileage rate (as of 2/21/18 53.5 /mile).

Billing Policy The client's *guarantor* is financially responsible for the services provided. A *guarantor* is a person held responsible by our practice for medical expenses incurred on a client's behalf. This may be the client's parent(s), legal guardian(s) or agent(s), or may be the client if aged 18 or older or if emancipated.

Payment is required at the time service is rendered, unless service has been prepaid or the family and Therapy and Wellness Connection LLC have a predetermined set arrangement in regards to billing and payment to a third party.

Payments should be made out to Therapy and Wellness Connection LLC. For any returned check, a \$35 return fee will be charged and applied at the next session. For your convenience, we accept cash, check, PayPal, and credit cards, including Visa, MasterCard, and Discover.

Financial Assistance - Care Credit If you need financial assistance, we can provide you with information on an outside lending agency, Care Credit. For information go to their website at www.carecredit.com

Delinquent Accounts If payment in full is not received within 30 days of the date of service, we will send you notice, by email and then mail, that your account has become delinquent. If payment is not received within 10 days of the delinquency notice, a 20% interest rate will be charged monthly to delinquent accounts (\$5 minimum). If your account is referred to a collection agency, it cannot be retrieved and your credit rating may be damaged.

Cancellation / No Show Policy Appointments must be cancelled with at least a 24-hour notice, and will not result in any charges. Families may cancel a session for any reason. Failure to cancel the appointment in advance, the family will be invoiced 50% of the cost for that appointment and will make payment at the following session. The family MUST call to cancel an appointment, office 330-748-4807 or directly to the staff's cell.

If the therapist arrives at the client's home for the scheduled session and the client is a no-call / no-show, the full cost of the session will be invoiced to the client and



payment will be due at the next scheduled session.

Photograph / Video Release All photographs taken by Therapy and Wellness Connection LLC staff or agents must obtain a signed release from any person or guardian of children under the age of 18 years old who is visibly recognizable in the photograph. Crowd scenes where no single person is the dominant feature are exempt. These rules govern photographs intended for use in any Therapy and Wellness Connection LLC publication of a marketing or a public relations nature, such as newsletters, brochures, view books, promotional items, or other such material. Releases also must be obtained for photographs used on the Web. These rules are not in effect when photographs are taken of news events, but photographs taken for news purposes require a release for reuse in marketing materials.

Client Progress Reports Progress will be reported quarterly to the client's family in an individualized Progress Report. There is no additional fee for the Progress Report. Data reported comes from progress during sessions, which is recorded on each child's objectives on a Daily Progress Note. Progress reported will reflect client's progress and compared to baseline data. If the family or other professional requests additional reports, there will be an additional charge.

Termination of Services Therapy and Wellness Connection LLC or family can decide termination of services at any time or for any reason. Family satisfaction is critical to our organization. If a client/family has any questions, concerns, comments, or ideas, he/she is free to disclose the information as soon as possible. Therapist will discharge client from speech-language services when the client has reached all of his/her goals and has stabilized progress for three months.

Discipline of Clients It is understood that children with disabilities need specialty treatment in the realms of social communication, emotional regulation, behavior modification, and or specific objectives from their Individualized Education Plan. If a child has a behavior plan, that is part of his/her IEP or that has been developed and used by the client's behavior therapist, psychologist or other professional, Therapy and Wellness Connection LLC will comply in following the behavior plan that is in place. If the therapist disagrees with or wishes to change any aspect of the current behavior plan, the therapist will notify the family first and request a team meeting before changes are made. If a client does not have a behavior plan in place, but engages in disruptive, aggressive or injurious behaviors to him/herself or others, then the least



restrictive assistance will be given to ensure the client's and others' safety.

Customer Satisfaction Customers will be contacted individually at least on an annual basis and offered to complete an anonymous survey. The survey will inquire about satisfaction of services and overall company procedures. Customers are able to contact the owner at any time to relay their satisfaction or concerns to Jaclyn McClymont at 330-842-2697 or thrivecentertwc@gmail.com

Staff Training & Professional Development All therapists will comply with their professional national and state organizations to maintain certifications and licensures.

Website Information Disclaimer The Therapy and Wellness Connection LLC website is designed for educational purposes only. The contents of this website are not medical, legal, technical or therapeutic advice and must not be construed as such. The information contained herein is not intended to substitute for informed professional diagnosis, advice or therapy. Visitors should not use this information to diagnose or treat Autism Spectrum Disorder or Related Disorders without also consulting a qualified medical, psychological or educational professional. Listing of opinions, treatments, professionals and organizations on this website does not imply endorsement by Therapy and Wellness Connection LLC.

If any policies or procedures change, Therapy and Wellness Connection LLC will notify the family immediately.

Thank you for choosing to receive services from Therapy and Wellness Connection LLC. We look forward to working with your family.