



# SpeechPath Outpatient Clinic

## TEIS Transition

SpeechPath Outpatient Clinic is happy to join you in celebrating another important birthday. We are also pleased to provide services for your child after your time with TEIS has been completed. Here are a few things we need to cover with you as you make this transition.

1. **New Paperwork** – We ask that you complete new paperwork. Some of the items may be redundant. If so we apologize. In many cases, things like address and phone numbers could have changed and we would not be aware of it under the TEIS system. We appreciate your time.
2. **Insurance** – If we are billing insurance, we will re-verify your coverage and status of visits and deductibles as a courtesy. As always, you need to understand that as the policy holder, you have final responsibility for your insurance coverage. Our information is only as good as what we receive from the person answering our call. Information we receive from our courtesy call is in no way binding to the therapist or to SpeechPath.
3. **Payment at time of service** – Payment is expected at time of service. Other arrangements can be made only with an approved End of Month credit application. Date of Birth and Social Security number of the responsible party are both required for approval.
4. **Statements** – Statements are generated once a month, typically close to the beginning of the month. Statements will cover any remaining balance owed after insurance has processed claims. This statement reflects the amount the SpeechPath considers your responsibility. If you have questions about your statement, you can contact Bruce Burgess at (615) 714-3266. Your therapist will not have statement or account information.
5. **Explanation of Benefits (EOB's)** – Your insurance company sends you an EOB for every claim filed. Typically, you receive yours even before SpeechPath receives ours. This EOB details exactly how the insurance is processing your claim, what is being paid or denied, and what information is needed. SpeechPath administers your account based on the EOB. We do not automatically refile, call your insurance company, or attempt to overturn decisions that your insurance company makes regarding your insurance policy. Bruce Burgess (615) 714-3266 is happy to discuss the coverage that we are seeing and discuss potential strategies for your conversation with your insurance company.

I acknowledge receipt of this information:

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(signature)

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(date)