RADIANT MOMENTS
PEDIATRIC THERAPY

PRACTICE POLICIES

Last Updated: 10/2/2026
Effective Date: 11/1/2026

Purpose

Radiant Moments Pediatric Therapy, PLLC is committed to providing high-quality, client-centered therapeutic services in a supportive and professional environment. These policies are intended to support clear communication, mutual expectations, continuity of care, equitable treatment of families, and a smooth therapeutic experience.

Please read these policies carefully. These policies apply to services provided on or after the effective date listed above. Continued participation in services indicates agreement with the policies outlined below. Radiant Moments may also require a signed or electronic acknowledgment of these policies before services continue.

Privacy & HIPAA Compliance

Radiant Moments Pediatric Therapy, PLLC follows all applicable requirements of the Health Insurance Portability and Accountability Act (HIPAA) and applicable state privacy laws to protect your child's personal and health information.

Your child's information is confidential and may be used or disclosed as permitted by law for treatment, payment, healthcare operations, and other legally authorized purposes.

We will not share your child's information for purposes requiring written authorization without your permission, except when disclosure is otherwise permitted or required by law, such as in response to suspected abuse, threats of harm, court orders, or other legal requirements.

You have the right to:

- See and request a copy of your child's records
- Ask us to correct information you believe is inaccurate or incomplete
- Ask how and where your child's information has been shared
- Request certain restrictions or alternative methods of communication

Medical Records

Patients and their authorized parents or legal guardians have the right to inspect and request copies of the patient's health records in accordance with applicable law and Radiant Moments' Notice of Privacy Practices.

Requests for records should be submitted to the practice in writing. Additional information regarding access, amendments, restrictions, disclosures, and other privacy rights is included in the Notice of Privacy Practices.

You may request a full copy of our Notice of Privacy Practices at any time. The Notice is also available on our website, www.radiantmomentstherapy.com, under the Resources tab.

Protected Health Information (PHI) includes information that identifies your child and relates to therapy services, including evaluations, plans of care, progress notes, session notes, scheduling information, billing information, communications, photographs, videos, and related documentation.

Radiant Moments uses encrypted email as the primary method of electronic communication. Text messaging may be used only for limited, time-sensitive logistical purposes and will not include detailed clinical information.

Clinical information will be shared through appropriate secure methods, which may include encrypted email, secure patient portal, fax, telephone, in-person discussion, or secure teleconferencing.

Radiant Moments safeguards PHI by using secure systems, password-protected and encrypted devices, two-factor authentication, and other reasonable administrative, technical, and physical safeguards. Only authorized individuals may access PHI as necessary to perform their responsibilities.

No PHI is entered into public artificial intelligence platforms. AI tools are not used independently to make clinical decisions or diagnoses. Clinical records remain within secure systems used by the practice.

Documentation obtained in connection with an attendance review or disability-related modification will be maintained securely and access will be limited to individuals who reasonably need the information to perform their responsibilities.

Authorization to Release Information and Coordination of Care

Radiant Moments Pediatric Therapy, PLLC may use and disclose patient information as permitted by law for treatment, payment, and healthcare operations. This includes communication and coordination with licensed healthcare providers involved in the patient's care.

Physician Orders and Medical Coordination

Radiant Moments may communicate directly with the patient's pediatrician, primary care physician, or referring physician responsible for issuing or maintaining an order for speech therapy.

This communication may include requesting, obtaining, renewing, clarifying, or confirming:

- An order or referral for speech therapy
- The diagnosis or medical information required to support the order
- Insurance or authorization documentation related to the order

A separate written authorization identifying the physician or medical provider by name is not required when the communication is permitted for treatment, payment, or healthcare operations under applicable law.

Parents and legal guardians are responsible for providing accurate and current contact information for the patient's pediatrician, primary care physician, referring physician, or other medical provider responsible for issuing the required order.

Please ensure your child has had their well-child visit within the past year and remains up to date with visits. Physicians may review this information before signing therapy orders. Delays in receiving required orders, signatures, or supporting documentation may result in an evaluation or treatment session being delayed, rescheduled, or paused.

Name of Child's Primary Care Office: _____

Name of Primary Care Physician: _____

Address of Practice: _____

Practice Phone #: _____

Practice Fax #: _____

Other Authorized Disclosures

A separate written authorization is required before Radiant Moments shares information with an individual or organization when authorization is required by applicable law.

The authorization must identify the individual or organization authorized to receive or provide information and describe the information that may be exchanged.

The authorization may be revoked in writing at any time, except to the extent that Radiant Moments has already acted in reliance on it. Unless otherwise stated, the authorization expires one year after the signature date or earlier when required by law.

Illness Policy

To protect the health of your child, our therapists, and the families we serve, families should cancel an in-person therapy session by contacting the child's therapist if the child exhibits any of the following:

- Fever of 100°F or higher
- Vomiting, nausea, or diarrhea
- Flu-like symptoms, including chills, body aches, or significant fatigue

- Sore throat, strep throat, or persistent cough
- Loss of taste or smell
- Open or draining lesions
- Conjunctivitis or pink eye
- Hand, foot, and mouth disease
- Lice
- Chickenpox or measles
- Impetigo
- COVID-19
- Any other known or suspected contagious illness

If a therapist arrives or a patient arrives for an appointment and the therapist observes signs of illness that make participation unsafe or clinically inappropriate, the session may be ended or canceled for health and safety reasons.

Participation in in-person therapy includes an inherent risk of exposure to illness. Choosing to continue in-person services indicates an understanding and acceptance of this risk.

If a therapist is unable to attend due to illness, the family will be notified. Rescheduling may be attempted when scheduling allows.

Illness-Related Attendance

Families should not bring a child to an in-person session when the child meets the illness-exclusion criteria described above.

A sudden illness that meets the criteria for the Sudden Illness and Emergency Exception described in the Attendance Policy will not result in an attendance fee.

An isolated illness-related cancellation will not, by itself, result in discharge from services.

When clinically appropriate and permitted by the patient's payer, Radiant Moments may offer:

- Teletherapy
- A caregiver consultation
- A make-up session
- A temporary modification in treatment frequency or scheduling

These alternatives depend on clinical appropriateness, therapist availability, payer requirements, and scheduling availability and are not guaranteed.

Families will not be discharged solely because they complied with Radiant Moments' illness-exclusion requirements.

Repeated illness-related absences will be addressed through the Attendance Review and Disability-Related Modification processes described below.

Attendance Policy

Regular attendance and active participation are important for therapeutic progress and continuity of care. Families are expected to make every reasonable effort to attend scheduled appointments and communicate promptly when an appointment cannot be kept.

Attendance fees and attendance-related decisions are subject to the Courtesy Waiver, Sudden Illness and Emergency Exception, Disability-Related Modification process, Medicaid requirements, and applicable payer restrictions described below.

Cancellations

Cancellations must be made at least 24 hours before the scheduled appointment time.

A cancellation received less than 24 hours before the scheduled appointment is a **late cancellation**.

Radiant Moments will assess a **$50 late-cancellation fee** for a late cancellation unless a Courtesy Waiver, Sudden Illness and Emergency Exception, Disability-Related Modification, Medicaid restriction, or other applicable payer restriction applies.

Missed Appointments

A **missed appointment** occurs when a patient does not attend a scheduled appointment and Radiant Moments does not receive notice before the appointment time.

Radiant Moments will assess a **$75 missed-appointment fee** unless a Courtesy Waiver, Sudden Illness and Emergency Exception, Disability-Related Modification, Medicaid restriction, or other applicable payer restriction applies.

After repeated missed appointments, Radiant Moments may conduct an Attendance Review as described below.

Courtesy Waiver

Each patient will receive **one Courtesy Waiver during each rolling 12-month period** for:

- One late cancellation;
- One missed appointment; or
- One missed appointment due to late arrival.

The family does not need to provide a reason or documentation to use the Courtesy Waiver.

The Courtesy Waiver does not create a continuing right to additional courtesy waivers.

Emergency exceptions and disability-related modifications are evaluated separately. The one-per-12-month Courtesy Waiver limit does not restrict either process.

Sudden Illness and Emergency Exceptions

Radiant Moments will waive an attendance fee when a qualifying sudden illness or emergency prevents attendance or timely cancellation.

To qualify, the event must:

1. Arise or materially worsen after the 24-hour cancellation deadline;
2. Be outside the family's reasonable control;
3. Make attendance impossible, unsafe, or clinically inappropriate; and
4. Result in the family notifying Radiant Moments as soon as reasonably practical under the circumstances.

Qualifying circumstances may include:

- A sudden illness meeting the Illness Policy exclusion criteria
- Hospitalization
- Emergency medical treatment
- An accident
- A death or acute crisis involving an immediate family member
- Hazardous conditions that prevent safe travel
- Another comparable sudden circumstance outside the family's reasonable control

Ordinary scheduling conflicts, forgotten appointments, oversleeping, and circumstances known to the family before the 24-hour cancellation deadline generally do not qualify as emergencies. The Courtesy Waiver may still apply when available.

Repeated Illness-Related Absences

Repeated illness-related absences will be considered as part of the Attendance Review process when the patient's completed attendance falls below 75% during a rolling 90-day period. Illness-related absences will be considered in context, including the pattern and circumstances of absences, the expected duration of the attendance difficulty, and whether a disability-related modification may need to be considered.

An Attendance Review does not automatically result in a fee, schedule change, pause, or discharge.

Radiant Moments may request limited verification only when reasonably necessary to evaluate an ongoing attendance pattern or requested modification.

Radiant Moments will not require a diagnosis, test results, complete medical record, treatment history, or a medical visit solely for the purpose of obtaining an attendance note.

When verification is reasonably necessary, Radiant Moments may accept:

- A brief healthcare provider statement
- A redacted after-visit summary
- A school or daycare exclusion notice
- Hospital or discharge documentation

- Another comparable reliable record

Verification need only provide information reasonably necessary to address:

- The relevant absence dates;
- The patient's inability to attend safely or participate effectively;
- The anticipated duration of the limitation; and
- Any scheduling modification or limitation that may be necessary.

Families will not be discharged solely because they complied with the Illness Policy.

Disability-Related Modifications

Radiant Moments will consider reasonable changes to its attendance, scheduling, documentation, communication, and fee policies when a patient's or caregiver's disability affects attendance, participation, or communication.

A family may request a modification orally or in writing.

A family does not need to use words such as "disability," "ADA," "accommodation," or "reasonable modification" for Radiant Moments to consider whether a disability-related modification may be appropriate.

Radiant Moments will request only information reasonably necessary to understand the relevant limitation and evaluate available modifications.

Examples of possible modifications may include, when appropriate:

- Changes to scheduling procedures
- Modified appointment frequency
- Teletherapy
- Caregiver consultation
- Alternative communication methods
- A temporary scheduling pause
- Modification of an attendance requirement
- Modification or waiver of an attendance fee when required
- Other reasonable alternatives based on the circumstances

Radiant Moments will not impose a one-use limit on disability-related modifications.

When Radiant Moments is reviewing a disability-related modification request relating to an attendance fee or attendance-related scheduling consequence, the disputed fee and any attendance-related reduction, pause, or discharge will be suspended until the review is completed.

Radiant Moments will not retaliate against a patient, caregiver, or family for requesting a modification, questioning an attendance fee, or raising a discrimination concern.

Late Arrivals

Sessions end at the originally scheduled time regardless of the patient's arrival time.

Late arrival does not extend the scheduled appointment.

The patient must arrive and be ready to participate with enough time remaining for the clinician to provide a safe, clinically appropriate service that satisfies applicable service, coding, documentation, and payer requirements.

The clinician will determine whether adequate treatment time remains.

When a clinically appropriate shortened session can be provided, Radiant Moments will provide the shortened session when feasible. No attendance fee will be assessed when the scheduled clinical service is provided.

When the clinician determines that insufficient time remains to provide an appropriate service, the appointment will be classified as a **Missed Appointment Due to Late Arrival**.

A Missed Appointment Due to Late Arrival is subject to the **$75 missed-appointment fee**, subject to the Courtesy Waiver, Sudden Illness and Emergency Exception, Disability-Related Modification process, Medicaid restrictions, and applicable payer restrictions.

The clinician will document the patient's arrival time, remaining treatment time, and the clinical decision when a session cannot be provided because of late arrival.

Radiant Moments will assess only one attendance fee for an appointment.

Attendance fees will not be submitted to an insurance carrier or represented as payment for a clinical service.

Medicaid Attendance Fees

Radiant Moments **will not assess a cancellation, missed-appointment, or missed-appointment-due-to-late-arrival fee against a Medicaid beneficiary.**

Radiant Moments will also comply with payer agreements that prohibit or limit attendance fees.

Make-Up Sessions

Make-up sessions are a courtesy and are not guaranteed.

Make-up sessions may be offered only when therapist and practice scheduling allows.

Make-up sessions may not be available within the same calendar month. Availability depends on therapist scheduling, clinical appropriateness, and payer requirements.

A request for a make-up session does not reserve or guarantee an appointment.

A make-up session that is canceled, missed, or rescheduled may not be offered again.

Completing a make-up session does not automatically waive an otherwise valid attendance fee.

Make-up sessions may be scheduled with another qualified therapist when clinically appropriate and agreed upon.

Completed make-up sessions may be considered when reviewing attendance and continuity of care.

The absence of an available make-up session will not, by itself, be the basis for modifying, pausing, or discontinuing services.

Attendance Calculation

Attendance is calculated using originally scheduled patient appointments, excluding appointments canceled by Radiant Moments.

For attendance purposes:

- Attended sessions count as completed.
- Patient cancellations and missed appointments are documented as missed appointments for attendance-review purposes.
- Completed make-up sessions may be considered when reviewing attendance and continuity of care.
- A request for a make-up session does not count as a completed appointment.
- A canceled or missed make-up session does not count as a completed make-up.
- Attendance fees are separate from attendance calculations.
- Illness-related absences will be considered in context.
- Disability-related modifications will be considered separately from ordinary attendance enforcement.
- Attendance review is generally conducted using a rolling 90-day period.

Attendance Review

An Attendance Review will occur when completed attendance falls below 75% during a rolling 90-day period.

The occurrence of a review trigger does not automatically result in discharge or loss of a recurring appointment.

The review will consider relevant factors including:

- The reason and pattern of missed sessions
- Illness or medical circumstances
- Whether notice was provided
- Repeated late cancellations or missed appointments
- Whether the concern appears temporary or ongoing
- The patient’s clinical needs
- Whether the patient can benefit from therapy at the frequency actually attended
- Available scheduling alternatives
- Teletherapy or caregiver consultation when appropriate
- Reduced treatment frequency
- Whether the current recurring appointment remains sustainable
- Whether a disability-related modification has been requested or should be considered

As part of the Attendance Review, Radiant Moments may obtain input from the treating therapist regarding clinical progress, treatment frequency, scheduling feasibility, and whether the patient can meaningfully benefit from therapy at the frequency actually attended.

The family will be given an opportunity to share relevant circumstances contributing to the attendance pattern, including whether barriers appear temporary or ongoing and whether scheduling, medical, disability-related, transportation, or other factors should be considered.

This information will be considered before a significant attendance-related scheduling change, pause, or discharge is finalized.

Following the review, Radiant Moments may:

- Continue the existing schedule
- Continue the existing schedule with a defined monitoring period
- Modify treatment frequency
- Shorten recurring session length when clinically appropriate
- Change the recurring appointment time
- Move the patient to appointment-by-appointment scheduling
- Place the patient on a scheduling waitlist
- Temporarily pause services
- Discontinue services with appropriate notice

Attendance-related decisions will be based on the written standards in these policies and will be documented by the practice. Significant attendance-related decisions will be communicated to the family in writing.

Recurring Appointment Times

Recurring appointments are reserved specifically for the patient and depend on consistent attendance.

A recurring appointment time is not guaranteed indefinitely.

When an Attendance Review demonstrates that the existing recurring schedule is no longer clinically or operationally sustainable, Radiant Moments may modify or discontinue the recurring schedule.

When reasonably possible, Radiant Moments will provide at least two weeks' notice before changing or discontinuing a standing appointment time.

Possible changes include:

- Reduction in treatment frequency
- Change in recurring appointment time
- Appointment-by-appointment scheduling based on availability
- Placement on a scheduling waitlist
- Temporary pause in services
- Discharge with appropriate notice

Any applicable Disability-Related Modification process will be completed before an attendance-related reduction, pause, or discharge is implemented.

Additional or Parent-Requested Sessions

Any appointment added beyond the clinically recommended or usual treatment frequency is considered a scheduled appointment and is subject to the same attendance, cancellation, payment, and make-up policies.

A parent or guardian's request for an additional appointment does not exempt that appointment from these policies and does not guarantee that the additional frequency or appointment time will remain available.

Attendance Fee Notice and Review

Before charging a card on file for an attendance fee, Radiant Moments will provide written or electronic notice identifying:

- The appointment involved
- The applicable attendance-policy provision
- The amount of the proposed fee
- The process for requesting review

A family may request review of the fee within **three business days** after notice is provided.

Radiant Moments will not charge the disputed fee while a timely review request is pending.

The designated reviewer will apply the written policy standards, document the reason for the decision, and provide a concise written decision to the family.

Weather and Emergency Cancellations

Families should use their best judgment regarding travel safety.

If Radiant Moments closes the office, cancels the appointment, or is unable to provide the scheduled service, no attendance fee will be assessed.

Hazardous travel conditions or other sudden weather-related circumstances may qualify for the Sudden Illness and Emergency Exception when the criteria in that section are satisfied.

When appropriate, Radiant Moments may offer:

- Teletherapy
- A make-up session
- Rescheduling
- Modification of a community-based visit

These options depend on clinical appropriateness, therapist availability, payer requirements, and scheduling availability.

A Courtesy Waiver does not create a continuing right to future courtesy waivers.

Teletherapy Services & Consent

Radiant Moments may offer therapy through secure video sessions when clinically appropriate and when permitted by applicable payer, licensing, and regulatory requirements.

Teletherapy may be considered when in-person services are temporarily disrupted by:

- Illness
- Transportation challenges
- Weather concerns
- Provider unavailability
- Scheduling limitations
- Disability-related needs
- Other temporary circumstances

Teletherapy is conducted through a secure platform approved by Radiant Moments. Sessions are not recorded unless a separate written agreement has been completed.

Families participating in teletherapy agree to:

- Provide a reasonably quiet and private space
- Use a reliable device and internet connection
- Remain available to assist the child when requested
- Inform the therapist of the patient's geographical location at the beginning of the session when required
- Avoid recording the session without prior written agreement
- Protect the privacy of the session to the extent reasonably possible

Teletherapy may not be appropriate for every patient, goal, or clinical need. Radiant Moments may determine that an in-person appointment, caregiver consultation, rescheduling, or temporary pause is more appropriate.

Required Administrative Forms

Families must complete all required:

- Practice policy acknowledgments
- Consent forms
- Intake paperwork

- Insurance updates
- Payment authorizations
- Card-on-file requirements
- Physician or medical information

Required forms, updated information, and payment requirements must be completed by the deadline provided by Radiant Moments.

When requested, required documentation must be completed before the patient's next scheduled appointment. If required documents or information are not completed, an appointment may be postponed, canceled, or rescheduled until the requirements are satisfied.

Medical or disability-related documentation requested as part of an attendance or modification review will be limited to information reasonably necessary for that review.

Termination, Pause, or Modification of Services

Radiant Moments Pediatric Therapy, PLLC may end services by providing at least two weeks' notice when reasonably possible.

Services may also be paused, modified, reduced, or discontinued when:

- Required payments are not made
- A valid payment method is not maintained when required
- Required forms or administrative requirements are not completed
- Required physician orders or medical documentation cannot be obtained
- There is a significant breakdown in communication, trust, respect, cooperation, or honesty
- Treatment disagreements cannot be resolved professionally
- The patient has met therapy goals
- Continued skilled therapy is no longer clinically indicated
- The patient requires services outside the practice's scope or available resources
- There is insufficient participation or follow-through necessary to support treatment
- The current scheduling arrangement is no longer sustainable following applicable attendance review
- Safety concerns cannot be adequately addressed
- The practice is otherwise unable to continue services appropriately

When a proposed reduction, pause, or discharge is based on attendance, Radiant Moments will follow the Attendance Review process.

If a disability-related modification request relevant to the proposed action is pending, the attendance-related reduction, pause, or discharge will be suspended until the modification review is completed.

When services end:

- The family remains responsible for valid unpaid balances.

- Radiant Moments will support an appropriate transition when reasonably possible.
- Referrals or recommendations may be provided when appropriate.
- Medical records will remain available in accordance with applicable law and the Notice of Privacy Practices.

Payment & Billing Policies

Radiant Moments is currently in-network with **Aetna, Blue Cross Blue Shield (BCBS), Cigna, Humana Military Tricare East, and most North Carolina Medicaid Plans**, including Medicaid Direct, Alliance, Vaya, Partners, Trillium, Healthy Blue, Healthy Blue Care Together, and Carolina Complete.

Medicaid

- Medicaid coverage pays for covered services in accordance with the patient's active benefits and applicable program rules.
- Families are responsible for ensuring that Medicaid coverage remains active and current.
- If Medicaid coverage lapses, services may be paused until coverage is reinstated or another lawful payment arrangement is established.
- Families must promptly respond to Medicaid renewal, eligibility, or coverage requests.
- If Radiant Moments receives a denial related to inactive or unavailable coverage, the family will be notified.
- **Radiant Moments will not charge Medicaid beneficiaries cancellation, missed-appointment, or missed-appointment-due-to-late-arrival fees.**

Commercial Insurance

Radiant Moments may verify insurance benefits and submit claims as a courtesy. Insurance benefit verification is not a guarantee of payment.

Patients are responsible for providing accurate insurance information before services are rendered. Radiant Moments cannot guarantee the ability to submit or rebill claims when updated insurance information is provided after services have been rendered.

Families are encouraged to contact their insurance carrier directly with questions regarding coverage. Families remain responsible for understanding their insurance plan, including:

- Deductibles
- Copays
- Coinsurance
- Visit limits
- Authorization requirements
- Exclusions
- Noncovered services

- Changes in coverage

If a claim is denied or partially paid, Radiant Moments may contact the insurance carrier and provide reasonable documentation as a courtesy. The family remains responsible for valid patient-responsibility amounts and noncovered balances.

Services may be paused until significant billing or coverage issues are resolved.

Radiant Moments does not guarantee the outcome of insurance appeals and is not responsible for decisions made by an insurance carrier.

If an insurance carrier has not processed a submitted claim within 90 days, Radiant Moments reserves the right to bill the patient directly for an otherwise valid outstanding balance when permitted by the applicable payer agreement and law. If the carrier later issues payment, any resulting overpayment will be credited or refunded as appropriate.

In many cases, insurance carriers will not accept claims or corrected claims after applicable timely-filing deadlines. If timely insurance information is not provided, the patient may be financially responsible for otherwise valid charges when permitted by law and the applicable payer agreement.

By signing these policies, the parent or legal guardian authorizes healthcare and insurance information to be released to Radiant Moments as permitted by law for benefit verification, claims submission, payment, authorization, treatment, and related healthcare operations.

Prompt Pay & ESA+ Grant Rates

Available prompt-pay session lengths and rates include:

- 30-minute session: $100.00
- 45-minute session: $125.00
- 60-minute session: $150.00

Prompt-pay evaluations are $250.00.

Prompt-pay rates apply when Radiant Moments is not providing a superbill for submission toward out-of-network insurance benefits.

ESA+ grant recipients are billed at prompt-pay rates and will receive an invoice for submission to ClassWallet or another applicable payment system.

ESA+ Payment Policy

Radiant Moments Pediatric Therapy accepts ESA+ funds as a payment source for eligible therapy services. Families may use ESA+ funds for private-pay services or, when applicable, for their financial responsibility after insurance, including copayments, deductibles, and coinsurance.

ESA+ Card on File

Families using ESA+ funds for payment are required to maintain a valid credit or debit card on file with Radiant Moments. The card on file will **not be routinely charged** while the family is actively submitting payments through ESA+.

The card on file may be charged if an account becomes delinquent or if the family fails to submit payment within the required timeframe outlined below.

ESA+ Invoice and Payment Submission

When Radiant Moments provides an invoice for services, the family is responsible for:

1. **Confirming receipt of the invoice** by responding to the email.
2. **Submitting the invoice/payment request through their ESA+ account** within **5 business days** of receiving the invoice.
3. **Notifying Radiant Moments by email when the payment has been submitted** and, when available, providing confirmation of the submission.
4. Ensuring that all required information has been submitted correctly and promptly to avoid delays in payment.

Families are responsible for monitoring their ESA+ account and following all ESA+ requirements related to reimbursement or payment.

ESA+ Delinquent Accounts

ESA+ payment processing does not eliminate the family's responsibility for their account balance. If payment is not submitted within the required timeframe, or if an account becomes delinquent for any reason, Radiant Moments may charge the card on file for the outstanding balance.

Radiant Moments reserves the right to require payment by another method or place services on hold when an account remains delinquent.

ESA+ Family Responsibility

The family is ultimately responsible for payment of all services provided by Radiant Moments regardless of whether an ESA+ payment is delayed, denied, rejected, or otherwise unavailable.

Families are responsible for ensuring that their ESA+ funds are available and that requested services and expenses meet applicable ESA+ requirements. Radiant Moments cannot guarantee that an ESA+ program will approve or reimburse a particular service or expense.

Private Pay Rates

If Radiant Moments is out of network with the patient’s insurance, Radiant Moments will not submit out-of-network claims directly to the insurance carrier.

Private-pay families may receive a superbill for potential out-of-network reimbursement.

Current private-pay rates are:

- Individual therapy session: $120.00
- Evaluation: $400.00
- Consultation: $150.00 per hour, billed in 15-minute increments

Rates may be updated with advance notice.

Payment Options

- ☐ prompt pay and NOT receive a superbill
- ☐ private pay and receive a superbill
- ☐ ESA+ grant funds

Payment Expectations

Payment is due at the time of service or after insurance processes the claim and identifies the patient-responsibility amount.

Accepted payment methods include:

- Credit card
- Debit card
- HSA card
- FSA card
- Other methods specifically approved by Radiant Moments

Attendance fees are governed by the Attendance Policy.

Nonpayment may result in:

- Paused services
- Cancellation of future appointments
- Loss of a recurring appointment time
- Discharge
- Referral to collections when appropriate

If your account is referred to collections, you may be responsible for reasonable collection costs and legal fees to the extent permitted by applicable law.

Refunds are issued for verified overpayments or other amounts determined to be refundable. In the event of an overpayment, the credit balance will generally be applied to the patient's account and used toward future services or outstanding balances. If there is no anticipated patient responsibility in the near future, or upon patient request, any remaining credit balance will be refunded in accordance with applicable laws and payer requirements.

Card-on-File Requirement

All commercially insured, prompt-pay, private-pay, and ESA+ families must maintain a valid credit or debit card on file throughout the duration of services.

A valid card must be provided before the first scheduled appointment and updated promptly if the card:

- Expires
- Is declined
- Is replaced
- Is reported lost or stolen
- Becomes otherwise invalid

By providing a card on file, the cardholder authorizes Radiant Moments Pediatric Therapy, PLLC to charge valid patient-responsibility amounts related to the patient's services, including:

- Copays
- Coinsurance
- Deductibles
- Private-pay balances
- ESA+ balances
- Outstanding balances after insurance processing
- Applicable $50 late-cancellation fees
- Applicable $75 missed-appointment fees, including a Missed Appointment Due to Late Arrival
- Other valid charges specifically described in these policies

Attendance fees are subject to the Courtesy Waiver, Sudden Illness and Emergency Exception, Disability-Related Modification process, Medicaid restrictions, applicable payer restrictions, and Fee Notice and Review process described in these policies.

Before an attendance fee is charged to the card on file, Radiant Moments will provide the notice and review opportunity described in the Attendance Policy.

Charges will not be made for services or fees unrelated to the patient's care or these policies.

Invoices, receipts, or account information will be made available through the patient portal or another method used by the practice.

The person providing the card confirms that they are authorized to use the card and agrees not to dispute valid charges that are consistent with these policies and the services provided.

If a valid card is not maintained on file, Radiant Moments may pause or cancel:

- Future appointments
- Recurring appointment times
- Make-up sessions
- Evaluations
- Other scheduled services

Services may remain paused until the card-on-file requirement is completed.

Medicaid beneficiaries will not be charged cancellation, missed-appointment, or missed-appointment-due-to-late-arrival fees.

Nondiscrimination and Reasonable Modifications

Radiant Moments Pediatric Therapy, PLLC does not discriminate on the basis of race, color, national origin, primary language, sex, age, disability, or other status protected by applicable law.

Radiant Moments provides reasonable disability-related modifications, appropriate auxiliary aids and services, and legally required language assistance without charge when required.

Families may request assistance, a reasonable modification, or raise a discrimination concern by contacting:

Name/Title: Caitlin Burke

Telephone: (919) 228-8094

Secure Email or Portal: caitlin@radiantmomentstherapy.com

Additional information regarding nondiscrimination rights, language assistance, disability aids and services, grievance procedures when applicable, and filing a discrimination complaint will be provided through the practice's applicable nondiscrimination notices and procedures.

Policy Updates and Acknowledgment

Radiant Moments may update its practice policies periodically.

Families will receive written or electronic notice of material changes and the effective date of updated policies.

Continued services after the effective date indicate agreement with the updated policies. Radiant Moments may also require a signed or electronic acknowledgment before additional appointments are provided.

If a family does not agree to updated policies, Radiant Moments will determine whether:

- Services may continue under an alternative arrangement
- Scheduling or payment arrangements must be modified
- Services should be temporarily paused
- Transition or discharge is appropriate

Failure or delay in enforcing one provision of these policies does not waive Radiant Moments' right to enforce that provision or another provision in the future.

A Courtesy Waiver, discretionary fee waiver, or other non-disability scheduling exception does not permanently change these policies or create an ongoing right to the same exception.

This provision does **not** limit a patient's or caregiver's right to request or receive a disability-related modification when applicable.

Clinical Education Policy

Radiant Moments welcomes qualified graduate students and other supervised trainees as part of our commitment to clinical education and high-quality care.

Students and trainees are:

- Carefully selected
- Trained in privacy and confidentiality requirements
- Supervised in accordance with applicable professional, state, and federal standards
- Expected to follow Radiant Moments' policies and procedures

If a student or trainee participates in the patient's care, the student and supervising clinician will introduce themselves and explain their roles.

The supervising clinician remains responsible for services provided under their supervision.

Please select one:

- ☐ I give permission for graduate student clinicians to interact with my child during therapy sessions.
- ☐ I do NOT give permission for graduate student clinicians to interact with my child during therapy sessions.

Consent for Evaluation and Treatment

I give permission for Radiant Moments Pediatric Therapy, PLLC to provide evaluation, treatment, consultation, care coordination, and related services to my child in accordance with applicable professional standards and state and federal law.

I understand that:

- Services will be provided by a licensed or otherwise appropriately qualified professional.
- A supervised student or trainee may participate when applicable.
- Radiant Moments may communicate with healthcare providers involved in my child's care as permitted by law.
- I may ask questions about recommended services, goals, frequency, or treatment approaches.

- I may request a disability-related modification or communication assistance when needed.
- I may refuse or stop services at any time by notifying Radiant Moments in writing.
- Stopping services does not eliminate responsibility for valid charges already incurred.
- Continued services are subject to these Practice Policies.

Signature

Parent or Legal Guardian Name: _____

Parent or Legal Guardian Signature: _____

Date: _____

Relationship to Patient: _____