

PRACTICE POLICIES

Last Updated: July 28, 2026

Purpose

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

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 stays up to date with their visits. Physicians check this before signing off on therapy. 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, please cancel therapy sessions by contacting your child's therapist directly if your child exhibits any of the following symptoms:

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

An isolated illness-related cancellation will not, by itself, result in discharge from services. Radiant Moments will consider the frequency, duration, pattern, and circumstances of illness-related absences when reviewing attendance.

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.

When a child experiences an extended illness or a recurring pattern of illness that substantially affects attendance, Radiant Moments and the family may discuss whether to:

- Temporarily pause services
- Modify the recurring schedule
- Reduce treatment frequency
- Transition temporarily to teletherapy or caregiver consultation when appropriate
- Resume services when the child is able to participate more consistently

A temporary pause related to illness is not disciplinary. Resumption of services will depend on the patient's clinical needs, the patient's ability to participate consistently, and therapist and scheduling availability.

Families will not be discharged solely because they followed the practice's illness-exclusion requirements.

Attendance Policy

Regular attendance and active participation are important for therapeutic progress and continuity of care. While illness, emergencies, and unexpected circumstances occur, families are expected to make every reasonable effort to attend scheduled appointments and communicate promptly when an appointment cannot be kept.

Cancellations

- Cancellations must be made by 7:30 AM on the day of the appointment.
- Cancellations received after 7:30 AM are considered late cancellations.
- Late cancellations incur a \$50 fee.
- Medicaid clients will not be charged late-cancellation fees when prohibited by Medicaid requirements.

- Illness-related cancellations remain subject to attendance review, but families will not be discharged solely for complying with the illness policy.

No-Shows

- A no-show occurs when an appointment is missed without notice.
- No-shows incur a \$75 fee.
- Medicaid clients will not be charged no-show fees when prohibited by Medicaid requirements.
- After two no-shows, services may be reviewed and may be modified, paused, or discontinued.

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 applicable late-cancellation or no-show 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 no-shows are documented as missed appointments.
- 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.
- Late-cancellation and no-show fees are separate from attendance calculations.
- Illness-related cancellations will be considered in context and will not automatically result in discharge.
- Attendance may be reviewed over a rolling three-month period or another clinically and operationally relevant period.

Attendance Review

If a patient's completed attendance falls below 75% during a rolling three-month period, Radiant Moments may conduct an attendance and scheduling review.

Attendance below 75% does not automatically result in discharge. When reviewing attendance, Radiant Moments may consider:

- The reasons for missed sessions
- Illness and medical circumstances
- Whether the family provided timely and appropriate notice
- Patterns of late cancellations or no-shows
- The frequency and duration of attendance concerns
- Whether the pattern is temporary or ongoing
- Whether teletherapy, caregiver consultation, reduced frequency, or a temporary pause may be clinically appropriate
- Whether the patient can benefit from therapy at the frequency actually attended
- Whether the current recurring appointment time remains clinically and operationally sustainable
- The availability and completion of make-up sessions or alternative services
- The patient's overall clinical needs

Following an attendance review, Radiant Moments may:

- Continue the existing schedule
- Modify treatment frequency
- 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

Families will not be discharged solely because they complied with the practice's illness-exclusion requirements.

Recurring Appointment Times

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

A recurring appointment time is not guaranteed indefinitely. Radiant Moments may modify or discontinue a standing schedule when the existing arrangement is no longer clinically or operationally sustainable with at least two weeks' notice.

Frequent cancellations, repeated rescheduling, canceled make-up sessions, no-shows, or difficulty maintaining the established schedule may result in:

- Reduction in treatment frequency
- Loss of the standing appointment time
- Appointment-by-appointment scheduling based on availability
- Placement on a scheduling waitlist
- A temporary pause in services
- Discharge from services with appropriate notice

Before modifying, pausing, or discontinuing services because of attendance, Radiant Moments will consider the circumstances described in the Attendance Review section.

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, no-show, payment, and make-up policies.

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

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 therapist must have sufficient remaining time to provide a clinically appropriate service and meet applicable documentation, coding, and payer requirements.
 - If insufficient time remains to provide and bill for the service, the appointment may be canceled and treated as a no-show.
 - Radiant Moments will apply the treatment-time requirements in effect for the applicable service and payer.
 - Medicaid clients will not be charged fees when prohibited by Medicaid requirements.
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Weather and Emergency Cancellations

Families should use their best judgment regarding travel safety. Weather-related cancellations remain subject to the standard cancellation policy unless Radiant Moments announces a closure or grants an exception.

Radiant Moments may, at its discretion:

- Waive a cancellation fee due to hazardous conditions
- Offer teletherapy when clinically appropriate
- Offer a make-up session based on availability
- Close the office
- Cancel or modify community-based visits
- Reschedule an appointment

A one-time waiver, accommodation, or exception does not establish an ongoing right to future waivers, exceptions, or guaranteed make-up sessions.

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
- 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, the appointment may be postponed, canceled, or rescheduled until all requirements are satisfied.

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
- Safety concerns cannot be adequately addressed
- The practice is otherwise unable to continue services appropriately

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** (Medicaid Direct, Alliance, Vaya, Partners, Trillium, Healthy Blue, including 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 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.
- Medicaid clients will not be charged cancellation or no-show fees when prohibited by Medicaid requirements.

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.

We encourage families to contact their insurance carrier directly with any questions regarding coverage as they 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 the outstanding balance. Should the insurance carrier later issue payment, any overpayment will either be credited to the patient's account or refunded, as appropriate.

In many cases, insurance carriers will not accept claims or corrected claims for services older than **90 days**. If timely insurance information is not provided, the patient may be held financially responsible for those charges. Services that are not covered by insurance will be billed at Radiant Moments' current private-pay rates

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.

ESA+ Grant

Available session lengths and rates include:

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

Families will receive an invoice for submission to ClassWallet or another applicable payment system.

Families are responsible for:

- Submitting invoices as required
- Providing requested submission confirmation
- Monitoring available grant funds

- Paying balances not covered by the grant
- Informing Radiant Moments of any change in eligibility or available funding

Private Pay

If Radiant Moments is out of network with the patient's insurance, Radiant Moments will not submit out of network claims.

Current private-pay rates are:

- Individual therapy session: \$120.00
- Prompt-pay therapy session: \$90.00
- Evaluation: \$400.00
- Prompt-pay evaluation: \$250.00
- Consultation: \$150.00 per hour, billed in 15-minute increments

Rates may be updated with advance notice.

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

Missed appointments are subject to the cancellation and no-show policies.

Nonpayment may result in:

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

Refunds are issued only for verified overpayments or other amounts determined by Radiant Moments to be refundable.

Card-on-File Requirement

All commercially insured, 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 late-cancellation fees
- Applicable no-show fees
- Other valid charges specifically described in these policies

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 families will not be charged cancellation or no-show fees when prohibited by Medicaid requirements.

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 the 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 one-time exception, accommodation, fee waiver, or scheduling adjustment does not permanently change these policies or create an ongoing right to the same exception.

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.

- ☐ 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 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: _____