

Policy Regarding Insurance Reimbursement:

Sensory Solutions is not part of any insurance program or network. We will not bill insurance providers directly. The child's family is responsible for payment of all services rendered. If you wish to pursue reimbursement from your insurance company, please let us know in advance. In order to generate an invoice (superbill) that your insurance company will accept, you will need to provide us with the following.

- A letter of referral or prescription for OT from the referring physician, a DSM-V or **ICD-10 diagnosis and code** (determined by the physician), the complete name of the insured policy holder to be recorded as the billable party.
- We strongly recommend that you contact your insurance company to inquire about allowable **CPT codes** for OT services. This information will enable us to provide an invoice that is in keeping with your insurance company's reimbursement policies.
- Please remember that payments are due at the time of service regardless of delays in reimbursement by insurance providers. If additional documentation is required by your insurance provider, the family will be charged based upon the amount of time required to generate the requested documentation (\$185 per hour).
- Please note that missed appointments are not reimbursable by insurance companies. Your monthly "superbill" will not show a missed appointments and you are liable for payment for the missed appointment in accordance with our cancellation policy.

Please feel free to reach out to us if you need help with this process. We are not experts but will help if we can.