



parent handbook



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Thank you for choosing Easterseals as your service provider. We are excited to have the opportunity to work with you and your family. This handbook will help guide you during your time with us, as well as answer common questions as you begin services.

We continually strive to provide exceptional services to ensure that people with disabilities and their families have equal opportunity to live, learn, work, and play in our communities. Our dedicated team of physicians, therapists and staff help all of our clients reach new milestones each and every day. In order to do this, we ask for your active participation in your child's services. Periodically you will receive surveys from us. We value your opinion and hope to obtain your feedback throughout your time here. We encourage you to share your thoughts and comments with us to help us continue to provide exceptional services.

Please do not hesitate to call us whenever you have a question or comment. It is our goal to partner with you in order to support your child's progress.

Thank you for choosing us and welcome to the Easterseals Family!

programs & services

Center for Pediatric Therapy

Early Intervention
Occupational Therapy
Physical Therapy
Speech & Language Therapy
Feeding Therapy
Developmental Therapy
Individual, Group and Family Counseling
Aquatic Therapy
Orofacial Anomalies Clinic

The Autism Program

Autism Diagnostic Clinic
Behavioral Services for Autism
Autism Learning Center
The P.L.A.Y. PROJECT™ (DIR Intervention)
Speech, Language & Feeding Therapy
Physical & Occupational Therapy
Augmentative & Alternative (AAC) Communication
Social Skills Therapy Group, Land & Aquatic
New Diagnosis Family Orientation Program
The Shadid Autism Resource Center - Peoria Center
The Center for Autism Resources & Education - Bloomington Center

The Ray and Kathy Lahood Center for Cerebral Palsy

Assistive Technology Clinic
Assistive Technology Resource Services
Orthotics and Serial Casting Clinic
Constraint Induced Movement Therapy
Aquatic Therapy

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Occupational and Physical Therapy
Feeding, Speech, and Language Therapy
Augmentative & Alternative (AAC) Communication

Family Support Services

Rehabilitation Coordination
Parent & Family Training
Support Groups
Family Counseling
Respite Weekends & Events

Timber Pointe Outdoor Center

Residential & Day Camping Programs
Outdoor Education & Recreation
Respite Programming
Team Challenge Course
Facility Rentals
High Ropes Course

Recreational Programming

Therapeutic Fitness Center
iCan Bike
Splashesize
Parent-Tot Swim Class
Adaptive Learn-to-Swim
Family Open Swim

Please see our Program Guide or visit



www.ci.easterseals.com

for a detailed description and schedule for each service provided.

locations

Easterseals has two Pediatric Service Centers in Central Illinois and a Camping, Recreational and Conference Center on Lake Bloomington in Hudson, Illinois.

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Peoria Center

 507 East Armstrong Avenue
Peoria, IL 61603

 309.686.1177

 309.686.7722



Bloomington Center

 2404 East Empire Street
Bloomington, IL 61704

 309.663.8275

 309.662.7872



Timber Pointe Outdoor Center

 20 Timber Pointe Lane
Hudson, IL 61748

 309.365.8021

 309.365.8934



www.ci.easterseals.com

your team members

Early Intervention Coordinator:

Rehabilitation Coordinator:

Occupational Therapist:

Physical Therapist:

Speech Language Pathologist:

Feeding Therapist:

Developmental Therapist:

Counselor:

Behavior Consultant:

Clinics:

P.L.A.Y Consultant:

DSCC Medical Case Consultant:

Physician:

Other:

treatment philosophy

The purpose of Easterseals services is to support rehabilitative and developmental progress and to equip children and families with the knowledge and skills needed to participate in daily activities after therapy has ended.

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Therapy programs are short-term with clearly identified Focused Functional Outcomes. Functional outcomes are clear statements about real-life skills. They are written in family-friendly language and reflect the changes that families want to see for their children and themselves.

Focused Functional Outcomes are designed to:

- Maximize a child's practical skills (movement, feeding, dressing, communication, etc.)
- Aid in your child's participation in family and community activities
- Provide a clear focus and direction for all our interventions

Easterseals uses these three questions to guide the development of focused functional outcomes:

- What is your child not doing that you would like him or her to do?
- What is your child doing that you would like to change?
- What are the top two concerns that you would like to address through therapy?

Easterseals provides treatment and interventions that are guided by proven and promising practices. While we emphasize treatments that are based on scientific research, we also try to stay on the cutting edge of treatment and our therapists have training in a number of innovative strategies.

Coordinated Comprehensive Care

Easterseals understands that children often have numerous physicians, educators and specialists involved in their care. Easterseals staff are committed to communicating with physicians, schools and other community providers regarding your child's outcomes to make certain that his or her treatment is comprehensive and coordinated.

Documentation

Planning and documentation are important parts of the therapeutic process. Documentation is most accurate when completed during or immediately following therapeutic intervention. Benefits to providing documentation during therapy services include:

- maintaining the focus on outcomes
- keeping the parent and caregiver informed of progress
- supporting and documenting clinical decision-making regarding your child's services
- maintaining accuracy in reflection of the therapeutic process to benefit your child
- the ability to provide a note you can take with you for home program reminders

about Easterseals

Our mission is to provide exceptional services to ensure that people with disabilities and their families have equal opportunities to live, learn, work and play in their communities. We are the most comprehensive provider of pediatric developmental services in the central Illinois region, providing specialized therapies to help children communicate, improve their mobility, interact with others, and cope with differences.

Easterseals provides services for children from birth through age 21. Our credentialed and licensed therapists are enrolled as providers for Early Intervention and major insurance companies.

Easterseals is accredited by CARF International in Outpatient Medical Rehabilitation Pediatric Specialty Programs and Behavioral Supports for Children with Autism Spectrum Disorder.



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therapist qualifications

Therapy is provided by registered and licensed therapists who specialize in pediatric therapy. Therapists are also credentialed and enrolled as providers of Early Intervention (birth to age 3) services. We employ therapists and support staff who are knowledgeable in their field and who have experience working with families. Staff at Easterseals participate in continuing education activities in order to provide you with the highest quality of service. They also meet regularly to consult with one another and support progress of your child. For more information about our staff and their specialized training, please visit our website at www.ci.easterseals.com.

medical direction

State and Federal regulations require that therapy services be prescribed by a physician. If you are beginning occupational, physical, speech, or feeding services, your private physician has already provided the prescription that authorized us to start

services. There are also rehabilitation regulations requiring that your child's program be reviewed by a physician on a regular basis.

The Easterseals Medical Director will review your child's services with your child's treatment team at least once a year. This ensures that someone with medical training and expertise in developmental delays and disabilities is monitoring your child's therapeutic program.

If changes in therapy are suggested during the case review conference, your therapist or coordinator will discuss them with you immediately. We will never make a change in therapy without your knowledge and consent.



parent's role in therapy

Easterseals recognizes that families are the first and best lifelong teachers of their children. Therefore, a family's participation in the therapeutic process is both essential and required. Children will make limited gains if the only intervention provided is in the therapy session. To ensure that your child has the best chance of meeting his/her outcomes, our therapists will provide you with specific home program activities to be carried out during daily routines on a regular basis.

According to Easterseals' policy, you must be present during your child's therapy session for safety and to learn ways to use therapy strategies in home and community settings.

The therapist will monitor your child's progress, and change your home program as your child advances.

An individualized plan is developed for each child and family receiving services. Developing the plan is a team effort with parents, child, and service providers. The purpose of the plan is to develop functional outcomes to guide the team and to define next steps and transition plans for your child. For those in the Early Intervention system, our therapists work closely with service coordinators at Child and Family Connections offices to develop an Individualized Family Service Plan and make sure your child and family receive the services you need.

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Easterseals asks families to:

- Consent to services and sign all required paperwork
- Identify priorities for therapeutic intervention
- Complete the family agreement with the treating therapist(s)
- Bring their child to at least 75% of scheduled therapy sessions
- Be present and participate during therapy sessions
- Stay on site during group activities
- Practice the home program provided by the therapist(s)
- Communicate relevant changes in your child, family, and insurance coverage

scope of services

Easterseals offers therapeutic programs for children from birth through 21 years of age living with disabilities, developmental delays, autism or other special needs and their families. Easterseals does not discriminate based on race, color, national origin, cultural beliefs, disability, gender, familial status, parental status, religion, or sexual orientation. Care is taken to be respectful of your cultural, behavioral and psychological needs. We ask that you speak with your therapist or Rehabilitation Coordinator if accommodations are needed.

Considerations for starting (and continuing) services include:

- Medical stability
- Presence of focused, functional outcome
- Need for specialized services
- Ability to benefit from services
- Therapist/Program availability
- Date intake information was received
- Parent implementation of the home program
- History of attendance
- Payment considerations

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Services are primarily offered between the hours of 8 a.m. and 5 p.m., Monday through Friday at one of our Centers. Some services can also be provided in the child's Natural Environment (which may include but is not limited to a daycare, home, or church). A limited number of extended hours are offered between 7 a.m.-8 a.m. and 5 p.m.-7 p.m.

Easterseals is a fee-for-service provider and bills private insurance, State programs such as Early Intervention, Medicaid, and Division of Specialized Care for Children, and accepts out-of-pocket payment. Rates are based on usual and customary rates in the region and are reviewed annually.

referral

Easterseals accepts referrals from physicians, parents/guardians, schools and the Illinois Early Intervention program. Referral information includes:

- Medical history
- Focused, functional reason for referral
- Your home address
- Other services the child is actively receiving

All referrals begin with the designated coordinator. If your child is 0-3 years of age, the coordinator will discuss the Early Intervention program with you and will make a referral to Early Intervention with consent. The State of Illinois requires that all children with Medicaid go through the Early Intervention system.

frequency & duration

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Easterseals therapists use Guidelines for Determining the Frequency of Therapy to help decide how often and how long therapy services are needed. There are four frequencies of therapy used: ***Intensive, Frequent, Periodic and Maintenance/Monitoring.***

Intensive Therapy • 2 to 5 Visits Each Week

This frequency is for children who have immediate and complex needs. They have the potential for rapid progress toward their outcomes or the potential for rapid decline due to a medical condition. Most often, children with these frequencies have had surgeries or an injury in the last 6 months.

- Intensive Therapy is often for a limited length of time and for children who are quickly moving toward their goals.
- Intensive Therapy is also for children at risk of losing function due to a current medical condition.
- Changes to the therapy plan are made often and intense family education is needed.

Frequent Therapy • Weekly or Every Other Week

This frequency is for children who are making continuous or steady progress toward outcomes and their program requires regular updates and modifications.

- Frequent therapy is for children in a critical period for skill development or potential regression.
- Frequent therapy is also for children who are making changes steadily requiring the therapeutic program to be updated or adapted frequently.
- Frequent therapy may be used for a short period of time to explore a child's needs and preferences and develop a program, such as a sensory diet or augmentative communication device.
- Medical condition is stable.

Periodic Therapy • 1 time per month, or less often, at regularly scheduled intervals

This frequency is best for children who are making steady progress toward their outcomes and for caregivers that can safely carry out a routine home program.

- Periodic therapy is for children who have identified functional outcomes and show consistent progress at a slow rate of attainment.
- Periodic therapy is also for children who are maintaining skills and require periodic therapeutic intervention to continue functional progress.
- Periodic therapy is for children who have medical, therapy, equipment or education needs that are reassessed and addressed on a periodic basis as part of comprehensive management in a specialty clinic.
- Periodic therapy may also be appropriate for children who cannot yet cooperate or participate in Frequent Therapy.

Maintenance/Monitoring Therapy • Monthly or less often at regularly scheduled intervals

This frequency is most appropriate for children who do not have Focused Functional Outcomes identified but require maintenance of a home program and skills, or monitoring of status by a therapist in order to identify changes, areas of concern, or to provide support and education.

- Maintenance Therapy is for children who are not in a critical period of skill acquisition and require a clinical expert to ensure management of home program and prevention of regression.
- Monitoring is appropriate for children who have previously been seen in therapy at Easterseals and require a clinical expert to address challenges, recommend assistive technology, or review developmental status at pre-determined intervals.
- Maintenance/Monitoring Therapy may also be appropriate for children who are unable to fully participate in therapy due to personal circumstances, but who require clinical consultation.

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Duration of services at Easterseals is based on the amount of time required to achieve the identified Focused Functional Outcomes. Most outcomes are targeted in 3-6 month intervals. Easterseals refers to these cycles of focused intervention as an Interval of Care.

interval of care



An Interval of Care is defined as the process by which the family and therapist go about accomplishing a specific, functional outcome. If multiple concerns exist, each will be addressed through a separate Interval of Care.

transition

Easterseals supports the transition of children receiving services at Easterseals as they move into educational and/or community service placements. Services provided will be medically, developmentally, or educationally appropriate and will not be duplicated. The transition process varies based on whether or not the child is enrolled in the Illinois Early Intervention program. Children referred because of developmental concerns after their third birthday will receive a referral for school eligibility after Easterseals determines need through an evaluation.

Infants & Toddlers

Planning for transition to the school will be initiated by the Early Intervention Service Coordinator. The Early Intervention Service Coordinator will provide transition information to the family and will refer the child to the appropriate school contact. The transition plan will be incorporated into the IFSP and/or RCP.

For children not enrolled in Early Intervention, planning for transition from outpatient therapy services will be introduced at the time of service initiation, reviewed when appropriate, and will be incorporated into the Rehab Care Plan or other Plan of Care.

Children of School Age

On or before a child's third birthday, they will be referred to their appropriate school district for determination of eligibility for

specialized services. Services may be provided by Easterseals through the transition to school, and may be provided in addition to school services when school services do not address all of the needs of the child.

Transition criteria may include:

- Goals have been met
- Child's needs are better met in another environment or program

When appropriate, children will be referred to programs such as:

- Local School District
- Aquatic Programs
- Therapeutic or Community Dance
- Therapeutic Riding
- Community Recreation
- Programs
- iCan Bike
- Easterseals Residential, Day Camp or Respite Services
- Fitness Center
- Group Programs

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discharge

A child may be discharged from therapy services for the following reasons:

- Functional outcomes are met
- Re-evaluation shows no need for additional therapy and/or equipment management
- The child turns three and his/her needs can be addressed in the school
- The child receives similar services from another agency/individual

- The child is unable to benefit from therapy due to other factors
- Physician recommends discharge
- Family moves away
- Attendance is less than 75%
- No show to appointments two times in a row or three times within one year
- Failure to make agreed upon payments for services
- Parent request: if you plan to stop services, please advise your therapist(s) so that a discharge plan can be put in place to help with the transition
- Discharge against medical advice: your decision to stop services against medical advice will be communicated to the referring physician. When therapy is stopped against medical advice, some funding sources may deny payments. You will be responsible for any denied payment. Please inform your therapist of your request to discharge against medical advice to discuss potential outcomes of doing so.

code of ethics

Easterseals will:

- Promote the optimal functioning and well-being of the persons served.
- Respect and promote the rights of persons served.
- Provide services in the context of a professional relationship based on valid informed consent.
- Provide services and ensure staff are competent within the boundaries of their education, training, license, and certification.
- Understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.
- Avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.

- Respect an individual's right to privacy.
- Disclose confidential information only with valid consent from the person served.
- Protect the confidentiality of all information obtained in the course of professional service.
- Terminate services to persons served when such services are no longer required or no longer serve the individual's needs.
- Adhere to licensing and certification law and guidelines.
- Adhere to mandated reporting laws.
- Set fees that are fair, reasonable, and commensurate with services performed.
- Give consideration to the family's ability to pay.
- Make reasonable efforts to ensure continuity of services to persons served.

privacy and rights

Only you, the Easterseals program staff, and funding agency representatives will have access to your records. You will receive a privacy notice when you start services, and you may ask for one at any time. The notice explains rights under federal law including the right to review your file, request restrictions on the use and disclosures of information, and the right to revoke your consent to release information.

Requests for information from doctors, hospitals, schools and social services agencies involved with the care of your child will be honored when you or your child's guardian complete the Consent for Release of Information form. You will be asked to complete this form annually or as needed.

Rights Statement for Family

As a parent with a child receiving services at Easterseals, you have the right to:

- Participate in program planning, decision making and implementation of your child's services
- Receive results of all evaluations, examinations and test results
- Participate in the Rehabilitation Care Plan development and to have it reviewed annually or more frequently, if necessary
- Review records
- Confidentiality
- Contact your Coordinator to request a meeting of your team at any time
- A grievance system to resolve your concerns without retaliation for filing a grievance.

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Rights Statement for Children

As a child receiving services at Easterseals, you have the right to:

- Speak and be heard
- Be free from all forms of abuse and neglect
- See your therapy file
- Be told the results of all evaluations and your progress in therapy
- Be treated fairly, no matter what your color, race, gender, language or religion
- A grievance system to resolve your concerns without retaliation for filing a grievance

in-home therapy

Easterseals provides therapy in a variety of settings. Our ability to provide in-home therapy is based upon therapist availability,

geographic distance from the Center, and whether or not your insurance company will approve services in the home. The parent/ caregiver must remain in the home and participate during all home-based services.

In order to provide your family with effective and quality services, we request that the conditions below are followed for visits occurring in your home.

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- Your son/daughter should be dressed, awake and ready for therapy.
- You give your full attention to activities occurring during the therapy session, participating as necessary and appropriate.
- Television and radio will be turned off during therapy.
- Phone calls will be limited during the therapy session.
- Animals will be blocked from the treatment area.
- No smoking, drinking or use of drugs will occur during the home visit.
- If other children in the home are ill, please call your therapist prior to the visit to inform them of the nature of the illness.
- Please see guidelines for cancelling or rescheduling for more information.

attendance

The Easterseals attendance policy requires a child to attend 75% of their scheduled sessions.

- If you are unable to attend your scheduled appointment, please call the front desk to cancel and reschedule your session in advance. You may leave a message if someone is not available to take your call.

- Multiple cancellations or tardiness to therapy sessions will interfere with progress; your child's therapy status will be reviewed if attendance records indicate frequent cancellations and/or tardiness.
- If you do not call in advance to cancel a therapy session, this is considered a no show. If a family no shows two times in a row for a specific therapy service, the child will be discharged from that service. A child will also be discharged from therapy if there are total of three no shows within a 12 month period. Children who are discharged due to attendance issues must wait 3 months for readmission to services.
- If you are 15 minutes late for a therapy session, Easterseals reserves the right to cancel the session; this will also be considered a no show. If the therapy session is not cancelled, you will be charged for the full session.
- If you are participating in The P.L.A.Y. Project, it is important to note that two no shows will result in a discharge.
- When a therapist is absent due to illness, you will be notified as soon as possible. If your child has an 8:00 a.m. session, you will be called at home as early as possible. If a make-up session is possible, it will be scheduled at the time of cancellation.

No child should attend a therapy session or receive in-home therapy if they are ill. If your child is sick, he or she may return to therapy when the following criteria are met:

- **Chicken Pox:** when old blisters have formed scabs and there are no new ones
- **Pinkeye (conjunctivitis):** when eyes are clear or have been treated with antibiotics for 24 hours
- **Rotovirus:** when symptoms are gone for 24 hours or seven days from onset of symptoms, whichever is longer
- **Body lice (Scabies):** 24 hours after start of effective treatment and no new lesions present on skin

- **Strep throat:** 24 hours after start of treatment
- **Staph Infection:** skin is clear (no open sores) and doctor's release
- **Impetigo:** when skin is clear or child has been treated for 24 hours and rash is contained
- **Head Lice:** when head is free of lice and nits
- **Ring Worm:** 48 hours after start of treatment and lesions are dry and covered
- **RSV:** 21 days after diagnosis and doctor's release
- **Unspecified Diarrhea:** 24 hours without symptoms
- **C. Difficile (C-Diff):** off acute antibiotics for 48 hours, symptom free, has formed stools, and doctor's release
- **Fever:** 24 hours without symptoms (A fever is 99.5 or higher), and without use of fever reducing medications
- **Vomiting:** 24 hours without symptoms
- **Unspecified rashes:** when clear and rash is no longer present
- **Exposure to contagious disease (e.g. measles, mumps, chicken pox, whooping cough, Fifth's disease, rubella):** when incubation period has ended
- **Unspecified open sores:** when healed
- **Viral Respiratory Illness (e.g. flu):** 7 days after onset of symptoms
- **Hand-Foot-Mouth Disease:** 24 hours after diarrhea stops and when lesions are completely healed
- **Illness following recent foreign travel with infectious symptoms:** will require a doctor's release

If your child has any change in appearance or behavior (e.g. color, lethargy, etc.), please refrain from attending therapy.

If your child is absent 3 or more consecutive times due to an illness, a physician's note will be required to re-initiate services. If your child is hospitalized, a discharge note will be required upon your child's return.

health and safety

Our program rooms are filled with toys and things that look like great fun for any child! We realize that it is hard for children to stay away from them, especially when they see their brother or sister using them during therapy session. In order for your child to receive the most benefit out of each therapy session, and for the health and safety of all children and families who utilize our services, we ask that you restrict the activities of other children who accompany you to therapy sessions.

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Please also remember.

- Change diapers in the restroom. If the restroom is not accommodating, please ask therapists or a staff member to help you find a place and provide you with sanitizing spray for use after changing. Please dispose of diapers in a bag and closed container. Diapers may not be changed in waiting areas or in the lobby.
- Parent or caregiver must remain present in the home or center during all therapy services.
- Stocking feet only on mats please, no shoes.
- Equipment is to be used only by therapists and clients (including balls, steps, bolsters, trikes, walkers, swings, etc.)
- Only therapists may remove toys from the cabinets.
- Siblings/visitors may play with toys only with the therapist's permission.
- Siblings/visitors may not be left alone in any room unattended, including the lobby area.
- If siblings/visitors are distracting your child from therapy, we encourage you to take advantage of the lobby or observation area (children must be attended by an adult).
- If a child breaks a toy, please notify the therapist.

- Please turn cell phones off or to vibrate during therapy to prevent distractions during the session.
- Easterseals is a smoke free facility. No smoking is allowed in or around the facility.
- Please do not leave personal items in the lobby or therapy rooms. Easterseals is not liable for missing or stolen items.

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community safety

Your community may offer a program which provides individuals and families with a method to alert first responders to their functional or access needs. Please contact your local community to inquire about enrolling in such a program.

City of Peoria

Premise Alert Program

premisealertprogram@peoriagov.org

City of Champaign

Emergency Information for Persons with Disabilities

217-351-4545

For additional safety and emergency planning visit [redcross.org](https://www.redcross.org). Or download one of their mobile apps to put lifesaving life saving information at your fingertips before the next emergency arises.

managing behavior during therapy

Behavior Management is the ongoing process of teaching appropriate behavior to help children effectively communicate,

learn self-control and self confidence. All behaviors have meaning and are a way to communicate needs and wants. We base our behavior management on our concern for the safety and well-being of each child, staff, and the quality of life for the family.

- Staff at Easterseals reinforce positive behaviors consistently, and use positive reinforcement to increase desired behaviors. Our goal is to develop or maintain healthy self-esteem in persons receiving services.
- Staff will make every attempt to prevent challenging behaviors by establishing clear, consistent expectations and create proactive strategies.
- Proactive strategies will be used to minimize the occurrences of challenging behavior. Example strategies include the use of the teaching appropriate communication to get needs and wants met.
- Several other proactive strategies are often used and include offering choices, easy requests before difficult requests, and behavior motivation systems (token system, point systems, etc.).
- The specific proactive strategies will be individualized to each child's needs based on the cause of the behavior. Reinforcement and proactive procedures are always part of a child's plan.
- Staff will consider and seek out information from parents/caregivers, on what is occurring in all of the child's environments (i.e. school, home, therapy), and will work with the family to reduce/remove the cause of challenging behaviors.
- Staff will work with parents/caregivers to determine consistent and appropriate behavior modification/management and if necessary, create a Behavior Intervention Plan (BIP).
- Staff will always be present when unwanted behaviors are occurring. The child will always be in the eyesight of the staff and will never be left alone.
- Staff will never use corporal or psychological punishment for discipline. Punishment and/or removal of rest or toilet habits are not permitted.

- Staff will not administer physical restraints or restraint devices that are solely to control aggressive behavior.
- Staff will follow the procedures documented within Crisis Behavior Management policy and fill out the incident report form per the policy.

payment for services

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Easterseals is a fee-for-service agency. In most cases, services are covered by insurance providers, the Division of Specialized Care for Children, Medicaid, Medicaid Waiver, or Early Intervention.

Please note that co-pays are due at the time of services.

We require that families inform us when a child's Medicaid health care plan changes or coverage changes from HFS to a Medicaid Managed Care Organization such as Molina, Meridian, or Health Alliance Connect. Failure to do so will result in the family being responsible for costs not covered or denied by Medicaid or the Medicaid Managed Care Organization.

As a service to you, Easterseals Client Financial Services Department will bill and work to collect payment from your insurance provider for services offered by our agency. We will bill your primary insurance carrier, secondary insurance carrier, Illinois Department of Public Aid, DSCC (Division of Specialized Care for Children) or any other provider that offers coverage to you and your family members. If your insurance carrier determines that our services are not covered under your insurance contract, or if they only make a partial payment of our fees, the remaining fees will become your responsibility and are due when you receive your bill. If you do not have insurance coverage, fees will be your responsibility. Insurance charges that are unpaid 90 days following the service may become your responsibility.

The therapy time appearing on your financial statement reflects

the total time that the therapist spends on behalf of you and your child; this includes time for setting up, cleaning up, and writing a treatment note, in addition to the direct, “hands-on” therapy.

If the session is shortened because your child is no longer able to benefit (usually because of behavior or illness), you will be billed for the total time spent by the therapist rounded-up to the next fifteen-minutes unit.

For example, if the total time spent with the therapist is 38 minutes, you will be billed for 45 minutes. This time also includes set-up, clean-up, and report writing. If the therapist is late for the session, you will be billed only for the time spent on behalf of the child. Most services are billed in 15 minute increments.

financial assistance

Easterseals periodically provides financial assistance for medically necessary services based on acuity of need for services and financial need. Offering financial assistance for secondary services is dependent upon additional funding.

Eligibility and awards for financial assistance are determined by the Financial Assistance Committee. If you wish to apply for financial assistance, you must request and complete an application immediately upon receiving the first statement that shows any amount due as your responsibility. Failure to apply for financial assistance on a timely basis could disqualify you for a financial assistance award.

In order to determine whether your child will qualify for financial assistance, you must provide information about your family size and income, and must provide, in writing, the reason your family cannot afford the services your child needs. Our Financial Assistance Committee reviews the information and determines the

assistance awards taking all factors into consideration. Financial assistance is awarded for a specific period of time related to your child's plan of care. Please contact our Client Financial Services department to obtain an application for financial assistance.

Decisions to provide services are based on appropriateness and medical necessity, not your financial situation. All billing matters are held in strict confidence. If you have any questions or would like additional information, contact Client Financial Services at 309-686-1177 x 2208.

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resolving a conflict

A grievance is any difference between an Easterseals employee and an individual/family. All families shall have the right to appeal decisions, programs, policies, or circumstances which affect them.

Please follow the steps below to ensure your concerns are addressed:

1. Attempt to resolve the problem directly with the staff member involved.
2. If the problem is not resolved, please call 309-686-1177 (Peoria) or 309-663-8275 (Bloomington) to be connected to the supervisor/director of the appropriate department.
3. If the grievance has not been resolved by the supervisor/director, contact the Chief Operating Officer within five (5) working days.
4. If the grievance has not been resolved by the Chief Operating Officer, the complainant may submit the concern in writing to the President and CEO, and the Chair of the Easterseals Program Services Committee. Appropriate members of the Committee will issue a final disposition of the grievance within thirty (30) days.

5. All persons served will be informed of their right to appeal, both verbally and in writing, at the time of intake. This responsibility rests on the Rehabilitation Coordinator for children 3 years old and older. The therapist assumes this responsibility for Early Intervention children, and is to be completed as part of the orientation process.

definitions

IFSP

Individualized Family Service Plan, a plan that details your child's services from age 0-3yrs while enrolled in the Early Intervention system.

RCP

Rehab Care Plan, a plan that Easterseals uses to detail your family's priorities, your child's functional outcomes, and a plan for transition to community services.

Medical Director

A physician with specialized training in care for children with developmental delays and disabilities who oversees programming.

Coordinator

The person who helps your child and family identify and begin needed services, and who then helps you access services and supports such as medical care, school services and other resources in the community.

Transition

Moving from one program into another.

organizing your child's therapy and medical information

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Therapy and other specialty services can produce a lot of information, and it's often important information that you need to keep. We suggest that you begin a healthcare or developmental notebook. This notebook is a record of your child's healthcare information. It includes:

- Evaluation results
- Therapists and contact information
- Medical diagnosis
- Medical specialists and their contact information
- Medical reports

This information can be kept in an electronic notebook, a folder, a binder, or other convenient location. You can visit www.scribd.com and search for "Patient Profile" to view additional information on creating a folder for your child.

You can also download these applications for your smartphone:

- personalHx
- iHelp+

Easterseals takes a complete approach working with the whole family to help children reach new milestones each and every day.



Office Hours

8:00 a.m. - 5:00 p.m. weekdays • Closed for all major holidays

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