

## 2018 True Strides Policies

### **Cost of Therapy:**

*Hippotherapy* - \$180 per 45 minute session. Hippotherapy is a medically recognized treatment provided by a trained and licensed occupational therapist, physical therapist or speech therapist. True Friends does not bill insurance. You are welcome to submit your bill to insurance but are still responsible for charges if they deny payment.

*Therapeutic Riding* - \$80 per 45 minute session including unmounted activities. Therapeutic riding is defined as a regular riding lesson taught by a Path Certified riding instructor or instructor in training. Focus is on developing independent riding. Riding goals are created for each individual participant to meet their individual needs.

### **Billing and Payments:**

We are now asking parents to check-in on the attendance chart found in the arena. Please put your time of arrival and initials by your rider's name. Attendance is taken weekly from the parental check-in sheets and provided to the True Friends finance office. Monthly bills are sent out directly to the individual or waived service Fiscal Support Entity (FSE). Client Responsibility Payments are billed at the end of the month and are due within 30 days of service.

Questions concerning billing can be directed to Bonnie Thorstad in Finance at 952-852-0118 or [bonniet@truefriends.org](mailto:bonniet@truefriends.org).

### **Financial Assistance:**

Financial assistance is provided to those riders that are not able to pay privately or currently on a waived service program. The financial assistance is a 6-month award given to allow families time to apply for waived funding.

***Please Note: Financial assistance recipients are asked to pay a Client Responsibility Payment per lesson. See Client Responsibility Payments section below for details.***

### **Client Responsibility Payments:**

*Hippotherapy* - total cost per lesson is \$180. Financial assistance recipients are asked to pay a \$45 Client Responsibility Payment per lesson and will be billed at the end of each month. Example: 4 lessons/month would cost \$720.00/month. Financial assistance award would be \$540.00/month. Client Responsibility Payment would be \$180.00/month.

*Therapeutic Riding* - total cost per lesson is \$80. Financial assistance recipients are asked to pay a \$25 Client Responsibility Payment per lesson and will be billed at the end of each month. Example: 4 lessons/month would cost \$320.00/month. Financial assistance award would be \$220.00/month. Client Responsibility Payment would be \$100.00/month.

### **True Strides Cancellations:**

True Strides requests families give a 24-hour notice for absences. Please text, call or email the numbers and addresses below. We have a cancellation board in the parent/staff lounge for you to put dates of absences on. Please ask staff for assistance, if needed. We understand that unusual circumstances arise but we ask that you reserve absences for illness and vacations. Our therapy requires multiple staff per rider; when clients cancel, it negatively impacts staffing.

If a client continually misses lessons they may be asked to take a break until the family has time to commit to attending. The Director of True Strides reserves the right to make that decision after meeting and working with the family to remedy the problem. A rider progresses with consistent therapy and other families are also waiting to participate.

Weather Cancellations - True Strides will email all clients in the event of weather cancellations. We understand that riders come from a variety of communities in which the weather and road conditions can vary greatly. If you are uncomfortable to drive please know we understand, and call as soon as possible to reschedule your appointment.

Please check emails at the end of each month for the next month's schedule. You can also find that schedule on the bulletin board in the hallway.

### **Cancellation phone numbers and email addresses:**

Shari cell: 763.360.4117 or office: 952.852.0126

Email: [sharim@truefriends.org](mailto:sharim@truefriends.org) and [donnaa@truefriends.org](mailto:donnaa@truefriends.org)

Thank You for your commitment and support!