



---

70-00 Austin Street, Suite 200 • Forest Hills, NY 11375 • Tel 718.762.7633 • Fax 718.886.8694

## **Billing Policies and Procedures**

1. Services must be provided according to the authorized frequency listed on the approved worksheet for each case.
2. Services are only authorized for the duration of the child's IFSP. Any sessions provided before or after the approved dates will not be paid. If you have any questions about providing services after the approved date, please contact your case manager or service coordinator.
3. Family Training and make-up sessions cannot be provided on the same day as a regular session.
4. A child cannot receive more than three (3) therapy visits per calendar day. If the child is authorized to receive more than three services on the IFSP, please contact your case manager to discuss the therapy schedule in order to avoid any potential billing conflicts. The only time a child can receive four (4) therapy services on the same calendar day is if a billing waiver is on file.
5. A session note must be completed for each day of service. When services are rendered, the session note is completed after the session and is signed by the parent/guardian. Anyone signing the session note must be at least 18 years old.
6. Do NOT have the parent/guardian sign blank daily session notes. They are NOT to be asked to sign session notes for missed sessions.
7. If a mistake is made on any field of the session note, the parent/guardian and provider must initial the cross-out. Any notes with un-initialed corrections or missing information will not be accepted nor processed for payment.
8. Session notes and the current billing invoice must arrive in the Billing Department on the assigned due date, according to the semi-monthly schedule.
9. Family Training (FT) and your regular service notes must be written on different pages and submitted with different service invoices. For example, if you are a Physical Therapist, you must submit an invoice for FT and an invoice for PT sessions.
10. Any delay in the submission of session notes will delay payment for that service period. Do NOT submit multiple service periods together as there is a high probability that we will not be able to pay for sessions more than one month late.
11. Notes that are received late will be processed for the following payroll date.
12. If a note requires a correction, you will receive a phone call from Billing informing you of the date of service and correction needed. Please submit this correction upon Billing's contact to ensure timely payment.
13. If you receive a letter from Billing with a note(s) for correction, please ensure that this letter is sent with the corrected notes.
14. Make-up sessions can only be processed for payment if there is a corresponding missed session/absent note on file within 15 days prior to the date of service of the make-up.



---

70-00 Austin Street, Suite 200 • Forest Hills, NY 11375 • Tel 718.762.7633 • Fax 718.886.8694

15. When signing your name on your session notes, you must include your discipline. The following are the correct abbreviations:

- Speech Therapy: CCC-SLP, SLP, CF/SLP
- Occupational Therapy: O.T., OTR/L, C.O.T.A.
- Social Work: C.S.W., LMSW, LCSW
- Psychology: Ph.D., Psy.D.
- School Psych: MS School Psych.
- Physical Therapy: P.T., P.T.A.
- Special Education: MS Ed.
- Teacher of Speech and Hearing Handicapped: TSHH, TSLD

If you have any questions regarding the details of our Billing policies and procedures, please contact:

Jason Weinsieder  
Independent Provider Relations Manager  
212-684-0099 ext. 117  
[jweinsieder@bilingualsinc.com](mailto:jweinsieder@bilingualsinc.com)