

The TALK Team  
1752 E. Bullard Ave Suite 101  
Fresno, CA 93710

The TALK Team  
4144 S. Demaree Rd, Suite B  
Visalia, CA 93277

scheduling@thetalkteam.com  
559-970-8277 (Main)  
559-549-6261 (Fax)



### **Welcome to The TALK Team**

Thank you for considering The TALK Team for your speech-language therapy needs. We provide specialized diagnostic, therapeutic and academic speech-language services.

As licensed and certified speech-language pathologists, we explore every possible resource to help our clients achieve their goals. By taking a personalized, individual approach, we are able to improve their ability to use and understand speech and language effectively in all aspects of life.

If you have copies of reports from previous evaluations/services or IEPs you would like us to include in your records, please give those to us as well.

As always, feel free to contact us with any questions or concerns.

Sincerely,

The Staff at The TALK Team



## The TALK Team Policies and Procedures

### **METHODS OF PAYMENT**

We accept **checks, all major debit/credit cards, and cash**. Payments must be made at the time of service. There will be a \$30.00 fee for all returned checks, due to insufficient funds. All non swipe/chip card purchases will incur a 3% convenience fee at the time of processing.

### **INSURANCE BILLING**

We are currently contracted with Sante, Health Net, PhysMetrics and Kaiser. We DO NOT bill insurance companies we do not have a direct contract with at this time. You are responsible for all copayments at the time of service.

### **ATTENDANCE**

You must attend therapy consistently to hold a standing session time. **Excessive absences will result in the loss of your standing session time and you will be placed on the call list.**

We feel that occasionally working with another speech-language pathologist can be beneficial for treatment, not only because of the continuity of services it provides, but also for the opportunity to receive feedback from another professional and to gain a different perspective on skills and goals.

Adhering to this attendance policy, demonstrates your commitment and understanding of the benefits of consistent speech-language therapy. Our staff is expected to demonstrate the same commitment and understanding to you. We will do our best to reschedule sessions or provide coverage for sessions that are missed due to SLP absence.

If you are late to your appointment, we cannot adjust the length of your session or amount billed.

### **CANCELLATION POLICY**

**\*Please Cancel all appointments with at least 24 hour notice.**

Exceptions to this 24 hour policy include cancellations as a result of:

- (1) Infectious illness (See our Infectious Disease Control Guidelines, for more specific information)
- (2) Unforeseen Emergencies

\*If the cancellation, for reasons other than those above, is not made with 24 hours advance notice, **a \$50 fee will automatically be applied to your account and will be due at the next session. TWO "no shows" (missing your regularly scheduled session without providing prior notification to the scheduling department) or late cancellations will automatically cause you to lose your standing session with us and you will be placed on our call list.**



### **EDUCATIONAL OBSERVATIONS**

Because we have a close relationship with the local university, we are sometimes asked to provide observations to their speech-language pathology students and practicing clinicians. We also provide training to students obtaining their master's degree in Speech-Language Pathology. The nature of the therapy we provide is very specialized, therefore, we are often asked to provide the opportunity for speech-language pathologists or related professionals to observe for educational purposes.

These observations and trainings are approved by your speech-language pathologist on an individualized basis. She will allow the observation, if she feels confident that doing so would not affect the integrity of the session.

If you have any questions or would like further clarification on our policies and procedures you can contact our office at (559) 970-8277 or [info@thetalkteam.com](mailto:info@thetalkteam.com)