



CHILDREN'S THERAPY CENTER

Celebrate what is. Commit to what can be.

FAQs for Parents of Children Enrolled in CTC's Center-Based Programs

Q: How long will it take for my child to get in for an evaluation or for therapy?

A: Parent schedules are often the determining factor in obtaining an evaluation or therapy appointment. Like other therapy centers in our area, we have a high volume of children awaiting services and the most desirable times of day are in the late afternoons and early evenings. If you are able to bring your child in between the hours of 8:00 am and 3:00 pm, it is more likely that we will be able to see your child sooner.

Q: Do you accept all insurance plans, including Apple Health?

A: We do accept referrals for children with both public and private health insurance. Regrettably, due to the lower reimbursement rates, we must limit the number of spots available for children with Apple Health (Medicaid) as well as those with lower paying private insurance.

Q: If there are many children on the waitlist, why can't you simply hire more therapists?

A: We would love to be able to hire enough therapists to see every child waiting for therapy. Unfortunately, due to the increasing costs of providing therapy services and decreasing reimbursement rates from insurance companies, therapy centers like CTC lose money for every therapy service provided. As a result, it's not possible for us to hire enough therapists to meet the current need for therapy. However, we remain committed to serving as many families as possible in spite of these challenging financial realities.

Q: Is there any limit to the number of visits my child may have?

A: Yes. CTC follows a service delivery model in which we schedule children for a series of consecutive visits followed by a break from regularly scheduled therapy. Our goal for each series of visits is to provide children and parents the tools they need to continue to meet their therapy goals even when not in therapy. This service delivery model, while new to CTC, has proven to be effective and is being implemented by many therapy centers locally and nationally. Additionally, implementing this program allows us to better meet the high need for pediatric therapy services in our community.

Children who are available between 8:00 am and 3:00 pm are able to receive up to 20 consecutive/weekly therapy visits.

Children who are available between 3:00 pm and 6:00 pm will be scheduled for up to 12 consecutive/weekly therapy visits.

When your series of visits is complete, if additional therapy is recommended, you are welcome to go back on our waitlist for an additional series of visits. We also offer families options for continued support that might include on-call or check-in visits. Our priority is to ensure that you and your child feel supported throughout your time at CTC, whether in therapy or awaiting additional weekly visits.

Q: I heard you might be limiting the age range you serve. Is this true?

A: We are working hard to ensure we will not be forced to limit the population we serve. However, we may at some point in the future need to make difficult decisions regarding the way in which we deliver services for some children.

Q: What can I do to make sure my child gets the therapy he/she needs?

A: We understand that parents feel frustrated and concerned when they can't get their child in for therapy right away. There are several things that you can do to help ensure your child is seen as promptly as possible. Please make sure we have your current contact information and respond as soon as possible when we contact you with an opening. Check your voicemail often! Also, let us know if your availability changes and you're able to accept appointments earlier in the day. Finally, if your child is not receiving services in your school district, we encourage you to explore that option.

On a broader scale, you can also help us advocate for support!

- While you are waiting for your appointment, investigate other community/school programs and resources and share them with us and other parents. Word of mouth is helpful and as a parent or caregiver of a child with special needs, you are often the first to hear of opportunities that might benefit not only you, but other parents as well.
 - Advocate for better reimbursements from insurance carriers. On average, CTC loses money on every center-based service provided. Better reimbursements from insurance carriers, including Apple Health (Medicaid) will result in increased services for kids in our community.
 - Do what you can to help spread the word about the work CTC is doing and how, as a nonprofit, we depend on community support to help families.
 - Support our nonprofit mission by donating, volunteering or attending a fundraising event
 - Share our social media stories
 - Subscribe to our monthly newsletter and forward it to others
 - Share your story with others on our website
 - Get your company or business involved – see our website for more details
- www.ctckids.org