



CHILDREN'S THERAPY CENTER
Celebrate what is. Commit to what can be.

Dear Parent/Guardian,

Welcome to Children's Therapy Center. We are confident you will find CTC to be a warm and welcoming environment for you and your child.

Getting Started: In order to get started with services, we need a little bit of information about you and your child. Please fill out the enclosed CLIENT DATA FORM and return it to us at your earliest convenience. Once we receive this paperwork, we will call you to confirm that we've received your form, and add you to the appropriate waitlist based on your concerns. If you don't hear from us within 7 business days, please call to confirm that we've received your form. When your child is nearing the top of our waitlist, we will call you to get more information about your child, get updated concerns and give you information about the services that may be appropriate for your child based on your questions or concerns.

First Appointment: At your first appointment, your therapist will gather information from you and assess your child's skills. This may mean conducting a full evaluation or it may mean reviewing evaluations that your child has had previously. If your child has been evaluated by other professionals, please bring copies of these evaluations to your first appointment. If your child has an Individualized Education Plan (IEP) at school, please bring that as well.

Plan for Services: After the initial appointment/evaluation, you will work with your child's therapist to determine the best plan for therapy including the frequency, duration, and type of services. Every child has different needs for therapy. Depending on the needs of your child, you and your therapist will determine the most appropriate treatment plan. Possible treatment options include consultative therapy, regularly scheduled therapy, group therapy, and/or a home program with check-in appointments. Please be aware that due to the high volume of children needing and awaiting services from CTC, your child may not start therapy immediately, but we will do our best to get them scheduled as soon as possible.

Insurance and Billing: We bill most major insurance carriers. In order to bill your insurance, all children need a doctor's prescription and insurance authorization prior to their first appointment. Our billing department will work to obtain this information and will contact you with any questions or concerns. We encourage you to contact your insurance company to understand your individual benefits. If you have a co-pay, it will be due at the time of your appointment.

As a parent or guardian, you are an essential member of your child's therapy team. The success of your child's therapy depends on your willingness to be an involved participant and take an active role in your child's healthcare. We ask that you and your child make every effort to attend each scheduled session on time and be willing to practice what you have learned at home with your child and other family members.

We value your ideas and encourage your participation. Please feel free to ask questions or share any concerns you have. Our goal is to provide you and your child with the highest quality services possible.

We look forward to working with you!

The Staff and Board of Children's Therapy Center

127 SW 156th Street
Burien, WA 98166
253.216.0720

10811 SE Kent Kangley Road
Kent, WA 98030
253.854.5660

8717 S Hosmer Street
Tacoma, WA 98444
253.531.8873



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CLIENT DATA FORM

*This form must be filled out and returned by a parent/guardian. If you have filled out this paperwork in the last three months and no information has changed, please only fill out the **BOLDED** portions of this form, including the information on the back. Thank you!*

Child's Legal Name: _____
(First) (Middle Initial) (Last)

Date of Birth: ___/___/___ **Age:** _____ **Gender:** Male Female

Child's Diagnosis (if known): _____

Primary Care Physician: _____ **Referred to CTC By:** _____

Primary Language: _____ **Interpreter needed?** Yes No

Parent/Guardian Name #1: _____ **Relationship to Child:** _____

Primary Phone #: _____ Home Cell Work

Secondary Phone #: _____ Home Cell Work

Address: _____

City: _____ **State:** _____ **Zip:** _____

E-mail: _____ **Employer:** _____

Parent/Guardian Name #2: _____ **Relationship to Child:** _____

Primary Phone #: _____ Home Cell Work

Secondary Phone #: _____ Home Cell Work

Address: _____

City: _____ **State:** _____ **Zip:** _____

E-mail: _____ **Employer:** _____

Child's Insurance

Primary Insurance: _____ **Phone #:** _____

Subscriber Name: _____ **Subscriber Date of Birth:** _____

ID# (or ProviderOne #): _____ **Group #:** _____

Secondary Insurance: _____ **Phone #:** _____

Subscriber Name: _____ **Subscriber Date of Birth:** _____

ID# (or ProviderOne #): _____ **Group #:** _____

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Please tell us which service(s) you are interested in for your child:

- Physical Therapy
- Occupational Therapy
- Speech-Language Therapy
- Feeding Therapy
- I'm not sure.
- Other _____

Please describe the concerns you have regarding your child's development? Please be as specific as possible as this will help us make sure you get added to the appropriate waitlist(s).

Which of our locations would you like your child to be seen at? Kent Burien Tacoma

Please tell us about your availability for ongoing appointments, should your child require weekly therapy. **PLEASE BE SPECIFIC.** ex. Available Mondays from 8am to 10:30 am and 4pm to 6pm

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

Once we receive this form, we will call you to confirm, and you will be added to our waitlist. **If you don't hear from us within a week of returning this form, please give us a call to confirm that we received your form.** Thank You!

Mail to: Children's Therapy Center Attn: Intake Coordinator 8717 S. Hosmer St. Tacoma, Wa 98444	Fax to: Attn: Intake Coordinator (253) 854-7025	Drop off at any of our three locations. See front for location addresses.
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Parent/Guardian Signature: _____

Printed Name: _____ Date: _____



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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