

Cancellation and Fee Policy

We are committed to providing you the highest quality of vision rehabilitation services. Therefore, we employ rehabilitation specialists that have been university educated at a master's degree level or above, that maintain certification in their specialty.

Fees to the patient are as follows:

Low Vision Services: Fees are based on your insurance. Prescribed devices are additional, as insurance does not cover devices.

Vision Rehabilitation Therapy: Direct and indirect training services are provided at no charge to the patient. When participating in braille training, patients are responsible for purchasing training books prior to being instructed.*

Assistive Technology: A fee of \$150 will be charged for Assistive Technology training and will apply to the first hour of training. The fee will be due prior to the beginning of the patient's training program. If more than 30 hours of instruction is needed to meet the client's goals, he/she will be put back on the wait list for another phase of training (see Waiting List section below). A fee of \$150 will be due for each phase of training.* Patients can visit the center by appointment, to try out various forms of Assistive Technology at no charge, two times per fiscal year (July 1 through June 30). The cost of any devices, equipment, and/or adaptive software is the responsibility of the patient.*

Orientation and Mobility: The cost of indirect and direct services is covered by the agency. Upon request, staff will assist the client in obtaining one free cane per. The client is responsible for the purchase of specialized canes and tips.*

MiniCenter: \$50.00 will be due prior to the 1st session of this program. This will go towards the cost of teaching materials, as well as devices that will be issued throughout the length of the group.*

At the end of your individual or group program, and at the closure of your overall program by the case manager, you will be given the opportunity to make an additional contribution toward the services you have received beyond the above program fees for service. Donations of any amount are accepted and appreciated, are tax deductible, and will help us continue to provide training to you and others in our community.

Transportation: \$10 per round-trip (up to 26 miles), is due at the time of ride. If round-trip is over 26 miles the cost will double to \$20. We offset the actual \$48 cost of the round-trip. The drivers will give you a receipt for the fee. (The fee can be reduced for someone living below 125% of poverty - \$5 up to 26 miles and \$10 over 26 miles. *Please contact your case manager prior to booking a trip in order to establish your eligibility for the reduced fee.*)

Waiting List: In order to be responsive to rehabilitation requests, we will annually limit clients to 30 hours of direct service (face-to-face) in O&M, 30 hours combined in AT/VRT, and 12 hours in Low Vision per year when a waiting list in excess of 6 months exists. Our goal is to be able to meet requests of all clients within 6 months or less. Exceptions to the hour limits can be made with the teacher recommendation and the approval of the Senior VP. Examples of reasons for additional hours would be a significant decrease in vision or a safety factor. If a patient successfully completes the initial 30 hours in AT/VRT or O&M and all needs have not been met, the patient can be placed back on the waiting list with an eligibility date one year from the patient's program completion date. The exception is made for paid contracts.

Cancellation Policy: The time we spend with each patient is valuable. Therefore, cancellations cost the agency and our patient time, money, and useful services. Our cancellation policy for services is as follows.

- **Training Services:** Cancellations must occur at least one business day (M-F) prior to your scheduled appointment, unless due to illness or emergency. If you have a Monday appointment, please contact us by the Friday before the appointment. To cancel an appointment before 8:30 a.m. outside of business hours, call 704-887-5108 and leave a message. During business hours, call 704-887-5100.

1. Support Group/Mini Center: No more than one unexcused absence during the group.

2. Long Term Programs (Vision Rehabilitation Therapy, Assistive Technology, Orientation and Mobility):

No more than one unexcused absence every three months.

- The patient's program will be terminated after the second unexcused absence. Any fee paid toward a program terminated due to unexcused absences is considered non-refundable.
- When a patient's program is terminated due to unexcused absences, a 90-day waiting period will occur before the patient can request training again. The patient will be put at the bottom of the waiting list. Prior to start of the new training program, any applicable fee will be due in full, and patient is considered ineligible for reduced fee.*

Absences such as medical emergencies, medically necessary

appointments, or family emergencies will be considered excused.

However, if excused absences are frequent and disrupt a patient's potential to meet goal, program will be terminated. Patient may contact case manager to resume program when they are able to regularly attend training.

- **Low Vision Services:** A fee of \$25 will be charged for no shows and cancellations that occur with less than 24 hour notice prior to your appointment.
- **Transportation Services:** Transportation services are in high demand. We have a waiting list of people who will take a vacated opening, so canceling in advance is critical when you know you can no longer use your scheduled ride. Cancellations, for any reason, that are not made by 8:30 a.m. the morning of the trip are considered unexcused. To cancel a trip before 8:30 a.m. outside of business hours, call 704-887-5108 and leave a message. During business hours, call 704-887-5134 or 704-887-5100. No shows (rider is not prepared to take the trip when the driver arrives) are also considered unexcused. Two unexcused trips in a thirty day period will result in the patient not receiving transportation services for a period of six weeks.



Older Individuals who are Blind – Technical Assistance Center

**Patients living below 200% of poverty may be eligible for reduced fee. A hardship application is available through your case manager. This application must be renewed one time per year, or at the time your case is reopened if it is longer than one year since closure.*

Fee for services is not tax deductible.

Client Signature

Client Representative Signature

Printed Name

Printed Name and relationship

Date

Staff Name