



30 S. Valley Rd. Ste. 101C, Paoli, PA 19301  
Phone: (267) 747-3669 Fax: (484) 383-0300

## RiseNow Autism Innovations (RNAI) General Practice Policies and Office Fees

### I. Service Overview & Appointments

RiseNow Autism Innovations provides diagnostic evaluation services for children aged 18 months to 6 years who are suspected of having autism spectrum disorder (ASD). Our process consists of:

- An AI-supported developmental screening and history review (access is granted immediately upon booking and payment)
- A 60-minute telemedicine diagnostic evaluation with a qualified medical provider
- Ongoing follow-up medical/psychiatric developmental appointments with the provider as clinically indicated (these appointments involve direct evaluation and management of the child)
- An optional monthly subscription plan that includes parent education and coaching facilitated by a Board Certified Behavior Analyst (BCBA). The BCBA does not provide direct treatment or therapy to the child; services are exclusively parent-focused education and support.

Initial evaluations are scheduled after a brief intake phone call. Full payment is required at the time of booking to secure the appointment and to immediately activate access to the AI-supported screening tool.

### II. Payment of Fees

We accept Visa, MasterCard, Discover, American Express, and CareCredit. Payment for the initial evaluation (which includes immediate access to the AI diagnostic tool) is charged in full at the time of booking. Follow-up appointments and monthly subscription fees are charged at the time of service or at the start of each subscription month. An active credit card or CareCredit account must remain on file for all charges, including late cancellations, no-shows, subscription renewals, and administrative fees. CareCredit applications are available on our website or upon request. Accounts that become delinquent may be sent to collections. These policies apply regardless of who is paying for services.



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### III. Cancellation / No-Show Policy

We require 48 hours' notice to cancel or reschedule any appointment. Clients who cancel appointments in 48 business hours or more will receive a refund of \$450 for the diagnostic appointment. No refunds will be issued for the Cognoa Canvas Dx test. Clients who wish to reschedule at a later time will be charged \$450 a new diagnostic appointment (which they can apply their refund towards) and will not be charged for the Cognoa Canvas Dx test again. Cancellations with less than 48 hours' notice, or no-shows, will be charged the full appointment fee.

#### Examples:

You may cancel by calling the office and leaving a message on the dedicated scheduling line. If you arrive late, the appointment will end at the originally scheduled time and the full fee will still apply. Two or more no-shows or late cancellations within a 12-month period may result in termination of services at the provider's discretion. By signing this agreement, you authorize RiseNow Autism Innovations to charge the credit card or CareCredit account on file for any missed-appointment or late-cancellation fees.

### IV. Subscription Policy

The optional monthly parent-education subscription automatically renews on the same day each month. Cancellation requires written notice at least 7 days before the next billing date. No prorated refunds are provided for mid-month cancellations.

### V. Medical Records

Upon request, we provide a summary of the diagnostic evaluation and any follow-up notes. Full raw records (e.g., scoring sheets, video recordings, detailed session notes) are generally not released. Administrative fees apply to all record requests and will be charged to the card on file.

### VI. Release of Information

With a signed release of information, providers may share records or discuss the child's case with schools, therapists, pediatricians, or other professionals involved in the child's care. Releases are available on our website.



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## VII. Insurance & Billing

RiseNow Autism Innovations is an out-of-network provider with all insurance plans and does not participate in Medicare, Medicaid, or any Medical Assistance programs. A superbill will automatically be posted to the SimplePractice client portal on the 1st day of the month following the child's last visit—no request needed. Families may download and submit it to their insurance for possible reimbursement (reimbursement is not guaranteed). Virtual/telemedicine appointments may not be reimbursed by all plans; it is the family's responsibility to verify coverage prior to scheduling.

## VIII. Emergencies & After-Hours Contact

We are not an emergency service and do not provide crisis intervention or 24/7 coverage. In the event of an emergency (suicidal ideation, danger to self or others, acute medical issue, etc.), families must call 911 or go to the nearest emergency room immediately. Providers will make every effort to return non-emergent messages within 48 business hours, Monday through Friday.

## IX. Discharge / Termination of Services

Care may be discontinued at the provider's discretion for reasons including, but not limited to: repeated no-shows or late cancellations, non-payment, family no longer needing diagnostic follow-up, or if the child's needs exceed the scope of services we offer. If a family has not had a follow-up appointment in more than 12 months, the chart may be closed. Families are responsible for scheduling recommended follow-up visits and keeping contact information current.

## X. Communication

Families may contact the practice through the patient portal or the main office line for scheduling, billing, or administrative questions. The portal and voicemail are not monitored 24/7. Clinical questions that require significant provider time will be addressed at the next scheduled appointment. Text messaging and social media are not acceptable methods of communication.

By signing below, I acknowledge that I have read, understand, and agree to the policies of RiseNow Autism Innovations as outlined above.



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#### XI. Office Fees

Cognoa Canvas Dx and 1 hour Diagnostic Interview: \$1999.00

Nurse Practitioner 30min follow-up (optional): \$225.00

BCBA Parent training, weekly 50 minute session: \$450 per month

Administrative Requests, Letters, & Family Conferences - \$100 per hour, billed in 15 min increments