

Sendan Center ABA Services Disclosure Information for Clients

The purpose of this document is to provide you with information about Sendan Center, your rights as an individual, the course of treatment, and the team members who are providing ABA services to your child, as well as costs and billing practices, as per WAC 246-809-710.

Information about Sendan Center:

Pacific Northwest Psychiatry, PS, is a professional services corporation, d/b/a Sendan Center, located at 4201 Meridian Street, Suite 113, Bellingham, WA 98226 . Our phone number is 360.305.3275.

Information about your Rights Per WAC 246-341-0600:

As an individual, you have the right to refuse treatment and the right to choose a practitioner and treatment modality which best suits your needs. You may contact the Department of Health Customer Service Center with any questions or concerns. Phone: 360.236.4700; 800-525-0127. Address: 111 Israel Road SE, Tumwater, WA 98501.

www.doh.wa.gov/HSQA

ABA clients, in addition, or their representatives, may file a grievance to express dissatisfaction in person, orally, or in writing about any matter other than an adverse benefit determination, as defined in WAC 182-538D-0655, to Sendan ABA Services. Sendan ABA Services, through its internal process, is responsible to handle the person's grievances. There is no time limit to file a grievance. The ombuds may assist the person in resolving the grievance at the lowest possible level. Grievances may be addressed to:

ABA Services Administrator
Sendan ABA Services
4201 Meridian Street, Suite 113
Bellingham, WA 98226

The grievance will be handled by Sendan Center in keeping with the mandates of WAC 182-538D-0654 – 182-538D-0680. If the individual is unsatisfied with Sendan's management of the grievance, they may also file a grievance with the local BHO, or Behavioral Health Organization:

North Sound BHO
Counties served: Island, San Juan, Skagit, Snohomish, Whatcom
Telephone: 1-360-416-7013 or 1-800-684-3555
Website: www.northsoundbho.org
Crisis Lines: 1-800-584-3578
Ombuds: 1-888-336-6164 or 1-360-416-7004 (Ext. #1 or #2)

Any individual may also report an alleged violation of RCW chapters 71.05, 71.12, 71.24 and 71.34, as well as WAC 246-341-0600 to the Department of Health.

Telephone: 360-236-2620
Website: <https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx>
Email: hsqacomplaintintake@doh.wa.gov

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The Course of Treatment:

The course of treatment varies widely between clients. Treatment plans are developed in careful collaboration between the family, ABA service providers, and other clinicians involved in the client's care, as appropriate. The family and ABA Team members work together regularly to modify the treatment plan as the client's needs change and evolve.

The Costs of Treatment:

The costs of treatment vary greatly, depending on the child or client's individual treatment plan and the providers involved.

Our private pay rates* for individuals / families for ABA service providers are as follows:

Behavior Specialists (LBA, LABA): \$285/hr.

Behavior Technicians (CBT): \$115/hr.

* If you are an individual paying privately (cash), please speak to us about cash discounts.

Your actual cost of treatment – meaning the amount of payment you personally will be responsible for – will vary depending on who the payor is, and your arrangement with that payor.

For example, you may be paying privately for all services, or you may be using public or private insurance. If you are using insurance, the amount insurance will pay vs. the amount you are responsible for will depend on your own unique insurance plan and covered benefits, as well as your deductible.

Please remember it is your responsibility to understand your insurance benefits and to ask your insurance company if they will reimburse ABA services, as well as what their requirements are for reimbursement (for instance: referral, diagnosis letter, preauthorization, etc.).

On the next page, we list the payors we typically bill for ABA services.

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Billing Practices:

Billing practices vary based on who we are billing. Please remember it is your responsibility to understand your insurance benefits and to ask your insurance company if they will reimburse ABA services.

Payor	Advance Payments	Process	Refunds (issued for overpayment only)
Private Pay	no	Sendan Center will send you a monthly invoice. Payment is due upon receipt of the invoice.	Will be paid to the private party payor within 30 days.
Aetna	no	Sendan Center will bill Aetna directly. Any services not covered, including Copays, Coinsurance, and Deductible amounts will be billed to you.	Will be paid to the payor within 30 days.
Some Blue Cross/Blue Shield Plans	no	Sendan Center will bill BCBS directly. Any services not covered, including Copays, Coinsurance, and Deductible amounts will be billed to you.	Will be paid to the payor within 30 days.
Regence / Uniform /HMA	no	Sendan Center will bill Regence/Uniform directly. Any services not covered, including Copays, Coinsurance, and Deductible amounts will be billed to you.	Will be paid to the payor within 30 days.
Kaiser Permanente	no	Sendan Center will bill Kaiser Permanente directly. Any services not covered, including Copays, Coinsurance, and Deductible amounts will be billed to you.	Will be paid to the payor within 30 days.
Lifewise	no	Sendan Center will bill Lifewise directly. Any services not covered, including Copays, Coinsurance, and Deductible amounts will be billed to you.	Will be paid to the payor within 30 days.
Premera	no	Sendan Center will bill Premera directly. Any services not covered, including Copays, Coinsurance, and Deductible amounts will be billed to you.	Will be paid to the payor within 30 days.
All other insurances	no	Sendan Center does not bill ABA Services to any insurance companies besides those listed above.	n/a
School Districts	no	Sendan Center will bill the school district directly.	Will be paid to the payor within 30 days.
DDCS (Developmental Disabilities Community Services)	no	Sendan Center will invoice DDCS directly.	Will be paid to the payor within 30 days.

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Information about your ABA Team:
ABA Teams often have several providers:

Title and Name	License / Credential #	Treatment modality	Education	Training
Senior Behavior Analyst Sara White, PhD, BCBA-D	PY60169605	Applied Behavior Analysis	Doctorate degree	<ul style="list-style-type: none"> • Current BACB certification as a BCBA-D (BCBA with qualifying doctoral degree); and • Meets or exceeds LBA qualifications, as below.
Licensed Behavior Analyst (LBA)	See below	Applied Behavior Analysis	Master's degree	Current BACB certification as a BCBA; or <ul style="list-style-type: none"> • A master's or doctorate degree in behavior analysis or related field; • 225 classroom hours of graduate level instruction in behavior analysis topics; • 1500 hours of supervised experience; and • Successful completion of the national BCBA examination.
Licensed Assistant Behavior Analyst	See below	Applied Behavior Analysis	Bachelor's degree	Current certification as a BCaBA from the BACB; or <ul style="list-style-type: none"> • Graduation from a recognized bachelor's degree program; • 135 classroom hours of instruction in behavior analysis topics; and • Successful completion of a supervised experience requirement.
Certified Behavior Technician	See below	Applied Behavior Analysis	High school diploma or Bachelor's degree	Current registration as a RBT from the BACB; or Successful completion of a 40-hour behavior technician training program to include: <ul style="list-style-type: none"> • Classroom, online, or supervisor-led instruction • Experiential learning • Evaluation and assessment

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Below are several ways in which you can gain access to our agency roster and credentialing information for the CBT's and LABA's on your team.

- Credential Search: You may go to the Department of Health and search for a person's credentials through the DOH's Provider Credential search. The website is: <https://fortress.wa.gov/doh/providercredentialsearch/> and you then enter in the first and last name of the staff member you are wanting to run a search on.
- Current Electronic Health Record: You can request access through our clinic's ABA practice management software, and view which staff are assigned to your child's case via your child's weekly schedule.
- Upon Request: If you'd like an agency roster, the front desk can provide you with a complete list of ABA employees. You may also gather team member's information from the supervisor managing your child's treatment.

Any time a new service provider joins your team, they are required to provide you with this information.

Some of the behavior technicians on staff may be participating in a training program and not yet credentialed. Per WAC 246-805-310, prior to or at the time of the first visit with a client, the supervisor shall ensure that the client or client's parent or legal guardian is notified in writing that the trainee is participating in a behavior technician training program and include the supervisor's name and contact information.

There may be occasions when the trainee is observing a session run by an experienced Certified Behavior Technician (CBT) or Licensed Assistant Behavior Analyst (LABA). At those times, an LBA supervisor may not be present. If an LBA supervisor is not present, the trainee may not work with the client.

I, the client, or the client's representative, have been provided the Sendan Center ABA Services Disclosure Statement, and I have read and understood the information provided. I understand that I can always contact Sendan Center with any questions or concerns.

If you would like to access this disclosure at any point in time, an electronic copy will be accessible through electronic health records in your child's scanned files.

If you'd like a hard copy of this signed disclosure, please ask your supervisor and they will provide you with one.

Client / Patient's Name

Client's Date of Birth

Parent / Guardian Name (print)

Relationship to Client

Signature of Parent / Guardian

Date Signed

For supervisor use only:

BCBA/LBA/LABA Provider Name (print)

Signature of BCBA/LBA/LABA

Date Signed