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Building Healthy Minds

## E3 Billing/Scheduling Process

1. When making a referral to an E3 therapist, please provide the following information to the parent:
  - Counseling is done onsite at the school by an E3 therapist.
  - Services are confidential unless a release of information form is signed by the parent (and child if they are 14-17). Note: if the child is 18 or older, only the child's signature is required.
  - The therapist may want to include them in services whenever possible.
  - There is required paperwork they need to complete before services can be started.
  - The family's insurance will be billed for services.

### **Script When Talking to Parents about Services and Insurance**

1. Explain that although the therapist is an E3 provider which includes both Family Services or Catalpa Health employees, Catalpa Health is responsible to manage all billing for the program. Therefore, Catalpa Health will bill their child's insurance company and the parent or guardian will be responsible for the deductible and any amount not covered by insurance.
2. Explain to the parent that the scheduling of the initial E3 therapy appointment will be through Catalpa as well. The Call Center staff through Catalpa will be able to begin the registration process, send out the paperwork needed for the first appointment and schedule the first appointment or "initial evaluation" with an E3 therapist.

See below for how to get them started and what happens next:

- Provide the option to help the parent call the E3 scheduling phone line through Catalpa in the school with you; provide the phone line for them to call directly (920) 750-7088; or ask the parent if you can send a referral form to Catalpa and a member of the Call Center team will contact the parent with the phone number they provide.
- The E3 therapist will meet with the family to do the initial evaluation.
- The E3 therapist will bill for services for every client and for each therapy visit.