



Joyful Music Therapy

407-489-1783

www.joyfulmusictherapy.com

Policy Handbook

*All policies are subject to change without notice at sole discretion of
Joyful Music Therapy



Mission Statement

Joyful Music Therapy will provide superior music therapy interventions, which support therapeutic goals and improve the lives of our clients, their caregivers and our community.

WELCOME

We are so glad that you have chosen Joyful Music Therapy. We want your experience to be joyful and fulfilling.

We welcome your thoughts and ideas.

Each session or group is unique. Please be sure that you understand your therapy schedule, calendar, and class make-up policies.

Calendar

Joyful Music Therapy follows a 3-semester calendar:

- *Fall* - August-December
- *Spring* - January-May
- *Summer* - June-August.

The calendar will run according to the Orange County school system. However, therapists may choose to set their own schedules.

Please review the calendar and note the weeks that the office will be closed. We will be closed one week for Orange County spring break, 4th of July, Thanksgiving and two weeks at Christmas. Ask your therapist if you have any questions.

Who Do I contact?

Please make sure that you have your therapist or instructor's phone number. If for some reason you cannot get in touch with your therapist, or you have any questions or concerns, please call our main number at 407-489-1783, or email tponder@joyfulmusictherapy.com

Payment and Discounts

Payment is required at the time of service

We accept **WellCare, Florida CMS, Staywell, Step up for Students, AAA, Gardiner scholarship and CDC+**.

We also accept cash, checks, money orders, or credit cards. Make all checks or money orders payable to Joyful Music Therapy. There will be a \$50 service fee on all returned checks.

All clients are required to keep a credit card on file. If you do not keep a credit card on file you must pay a \$50 registration fee.



Your credit card will be charged a \$25 cancellation fee if a 12-hour cancellation notice is not given or in the event of a no-show and for services not paid within 60 days.

Insurance Authorizations:

Upon the first visit, you will be made aware of how many visits you have on the current authorization. It is up to you to request more visits from your case manager, we cannot do this step for you.

If the amount of visits are used up or the authorization expires, and you let us know that you have contacted your case manager to request more visit,

We will hold your time slot for 1 week only. If we do not receive an updated authorization in that week, we will have to remove your appointments from our calendar. Please note, we can't guarantee that your time slot will be available upon rescheduling however we will do our best to accommodate.

Individual Music Therapy & Adapted lessons

Pricing

Prices below are for services provided on-site at JMT location

Assessment \$120

60. Min \$90

45 min \$80

30 min \$60

Telehealth Music Therapy Services

We provide online Telehealth music therapy services as approved by a supervisor for special circumstances.

Participants will need

- Devices such as computer, ipad or cell phone
- Reliable Internet connection
- Instruments for adapted lessons
- Headphones are suggested

Telehealth services are provided through a HIPAA compliant platform. Zoom is a video service that requires a quick download before using it. Please be sure to set this up in advance of the scheduled session time, and join the meeting 3-5 minutes prior to your scheduled session start. You may see a message that says "Waiting for Host", so just hang out in Zoom until your therapist hops on and gets the meeting started.



If you have not joined the telehealth session within 15 min it will be considered a no call no show and you will be billed the cancellation fee.

Tips and tricks for live remote music services and lessons:

- Ensure that you have a strong internet connection.
- Please find a quiet space in your home to have the session
- A parent, caregiver, or older sibling needs to be present in the room or close by to provide technical support as needed
- Make sure that the name listed is the client
 - After logging onto Zoom, click on participants,
 - Click on yourself and rename your zoom to the client's name
- For the best audio quality
 - Click the up arrow by the Mute button in the bottom left corner
 - Click on audio settings at the bottom
 - Deselect the box next to Automatically adjust microphone volume
 - Click on the advanced settings button at the bottom
 - Select the box next to Show in-meeting option to Enable Original Sound from microphone
 - Select Disable echo cancellation
 - Select High fidelity music mode
 - Select Use stereo audio

Make-ups and Cancellations

If the client is sick, or there is an emergency, please give your therapist/instructor a 12-hr notice. Your therapist/instructor will try their best to reschedule your session in the same week. **Clients will be billed a \$25 cancellation if a 12-hour cancellation notice is not given or in the event of a no-show.**

Joyful Music Therapy reserves the right to discontinue services after the client/family has initiated canceling services in excess of 3 times.

Adapted Lessons - Student Responsibilities:

All students are expected to have their own instruments at home and to practice at least 3 days per week. Discuss with your therapist what they feel is a reasonable, daily practice. Performance in the spring and holiday recitals is suggested.



MUSIC THERAPY GROUP CLASS POLICIES & GUIDELINES

All group classes require full commitment and payment upfront. No refunds given for missed classes. Pro-rations are only permitted if the student is joining after the first day of class.

A full semester commitment is required for all group classes.

MUSIC THERAPY GROUP CLASS

Music Therapy groups vary in length, depending on the class you have selected. Most groups last between 45 minutes to 1 hour.

Tuition, Payment Plans, and Discounts

Each group has its own price schedule, depending on the length and location of the group. Each class costs between \$19-\$25 per class. Group classes may vary in duration.

If you have any questions about the cost breakdown of the classes, please do not hesitate to ask.

Cancellations and Missed classes

JMT provides the following option for missed classes due to illness or extenuating circumstances:

At the end of each semester, we offer 1(one) make-up class. If you miss more than one class, please contact the office and we will attempt to help you find a class that you may attend.

Class minimum Policy

Any class with less than 5 registered students may be canceled at the sole discretion of Joyful Music Therapy.

Three days prior to the start of the class, we will notify you if the class for which you registered has been canceled. We will make every effort to find another class time that will work for you.



If Joyful Music decides to cancel a class and no other mutually acceptable class can be found, then you may apply what you have already paid to a future class or you may request a refund.

Arrival Time

Plan to arrive 5-10 minutes early for your session or class. Arriving a few minutes early allows time for you to settle in. It is also a great time to run to the restroom and get ready for your session. The class will begin on time; please try to be prompt. If you arrive early and another class is in session, or your therapist is with another client you may wait in the lobby. If you arrive late for your session, understand that your therapist may have a student immediately following your session and will not be able to extend past your allotted time.

Disruptive and Aggressive Behavior

It is imperative that you disclose any known aggressive behaviors for the protection of all our clients and therapists. If this information is not disclosed we reserve the right to suspend services without a refund.

Let us know if the client is on a specific behavior plan so that we can be consistent and make an effort to comply with this plan during music therapy sessions.

If the client is currently working with a behavior therapist, we encourage them to attend at least the first session, to help make it successful.

We all learn in our own way and the therapist/instructor will make every effort to engage each person for the entire session. However, if the client is really upset, distracting the class and cannot be redirected, we ask that they are taken to the lobby for a time to calm down and come back as soon as he/she is ready.

Thank you for choosing Joyful Music Therapy

Please feel free to call **407-489-1783** with any questions or concerns.
We want your experience at JMT to always be Joyful.



Receipt of Policy Handbook

Name of client

Name of guardian

This is to acknowledge that I have received a copy of the Joyful Music Policy book and I understand that it contains information about the policies and practices of Joyful Music Therapy.

I authorize Joyful Music Therapy to maintain my credit/debit card on file. I understand that my card will be charged \$25 in the event of a no call no show or if my account has become delinquent for more than 60 days. I further agree to notify the office if there are any changes to my credit card account.

I agree to disclose any known aggressive behaviors for the protection of all our clients and therapists. If this information is not disclosed Joyful Music Therapy reserves the right to suspend services without a refund.

Signature

Date

