



2 Roosevelt Ave, Suite 300 • Syosset, NY 11791 • Tel (516) 496-4460 • Fax (516) 758-4131

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## **Therapist Reminders**

Welcome to Cooper Kids Therapy. We look forward to working with you! When you begin a case with Cooper Kids, please remember to open the Barracuda (secure) email, click download and open email to save the IFSP paperwork for your records (documents not saved from barracuda email will expire & you will not be able to retrieve).

### **BILLING:**

- ❖ Billing is due twice monthly.
- ❖ The first half of the month (1<sup>st</sup> - 15<sup>th</sup>) should reach the office by the 20<sup>th</sup> of that same month.
- ❖ The second half of the month (16<sup>th</sup> - end of month) should reach the office by the 5<sup>th</sup> of the following month.
- ❖ If you prefer to send your billing in MONTHLY – the full month of billing should arrive at the office by the 5<sup>th</sup> of the following month.
- ❖ **Invoice must be included in order for billing to be entered/submitted for payment.**
- ❖ **Any billing received after the 90<sup>th</sup> day (from session date) will not be billable as per the State.**
- ❖ Please allow up to 30 days for processing.
- ❖ Corrections can delay your billing – please double check your paperwork before sending it in.
- ❖ Billing can be DROPPED OFF or MAILED to the office – we DO NOT accept faxed or emailed billing.
- ❖ Please contact Kaitlyn (ext. 110) if you are interested in a paperless billing option.

### **Mailing Address:**

Cooper Kids Therapy Associates  
2 Roosevelt Avenue, Suite 300  
Syosset, NY 11791

*Further questions? Contact Kaitlyn: (516) 496-4460 x110*

### **PROGRESS REPORTS:**

- ❖ *Progress Reports are generated by the IFSP start date – **NOT** the therapist start date.*
- ❖ City Progress Reports are due at 3, 6, 9 and 12 months.
- ❖ Nassau Suffolk progress reports are due at 6 and 12 months.
- ❖ Destini will send you a reminder email approximately **ONE** month (give or take) **BEFORE** your Progress Report's due date. *It is important that progress reports are submitted **before the IFSP** for the continuation of services.*  
**Please check your spam/junk folder for emails from [destini@cooperkidstherapy.com](mailto:destini@cooperkidstherapy.com).**
- ❖ If services are ending prior to the end of authorization, a discharge report is required (Nassau/Suffolk). Parent should sign the discharge report because they are acknowledging their agreement with the ending of services.
- ❖ Progress notes can be FAXED, EMAILED, or MAILED  
Fax #: (516) 548-1639 (Destini) OR (516) 921-4432 (Office Fax)
- ❖ You can also email Justification Letters to Destini at [destini@cooperkidstherapy.com](mailto:destini@cooperkidstherapy.com)
- ❖ Once progress reports/justifications are reviewed, we will upload to NYEIS and forward to the Service Coordinator.

*Need further information? Contact Destini: (516) 496-4460 x107 NYC and Nassau/Suffolk*

**See Page 2 for Billing Guidelines →**



## CKTA BILLING GUIDELINES:

*Due to Cooper Kids' recent audit results, please take note of the following procedures for Billing/Session Notes:*

- ❖ All Session Notes must be **clearly written, readable**, and in parent friendly language. SESSION NOTES ARE OFFICIAL DOCUMENTS USED TO BILL NYS & ARCHIVED IN CHILD'S FILE.
- ❖ **Notes should not be pre-populated in Sections 1, 3, 4 or 5** – They are to be completed at the time of the session.
- ❖ Section #1 should reflect the child's "progress made during the session in a brief description (2-3 sentences) related to the outcome contained in the IFSP" The additional notes section is for the current session.
- ❖ "Section #2" (Outcomes) **must be the same as the current IFSP** – If they are pre-populated with all the outcomes, then the ones worked on in that session should be marked off.
- ❖ If using new outcomes not on IFSP, it must be noted that the parent and therapist discussed and agreed to the change on all notes, using the phrase *"as agreed to by parent & therapist."*
- ❖ "Section #5" (Strategies/Activities) on the session note must be complete and specific – The question must be answered fully. Strategies should **not** be the same for every session.
- ❖ MISSED SESSION (s) – Provider must list specific reason for missed session & a makeup date should be written in
- ❖ MISSED SESSION (s) - If a session is missed due to a therapist's planned activity (like vacation), the date the family was notified should be written in as well as the reason.
- ❖ **NEW: A separate Signature Log must be filled out for ALL in-person AND telehealth sessions, in addition to the signatures on session notes. All parent signatures must be unique signatures on each line – digital signatures copied from line to line are not acceptable.** (\*Please see our website for the updated signature log form)
- ❖ Date of session must match the date therapist signs at the bottom of note as well as the Signature Log form.
- ❖ **Parent/Guardian must never be asked to sign blank signature logs or session notes.**

## CORRECTIONS:

- ❖ Session notes will be returned for corrections if any of the above guidelines are not met.
- ❖ If the biller reviewing your notes cannot read the handwriting, it will be returned for corrections.
- ❖ Sessions will NOT be entered if it is missing a parent signature log.
- ❖ **Be sure to check that dates on signature log match the date of the session note. It will be returned for corrections if they are not the same.**

## ADDITIONAL NOTES:

- ❖ If you miss 3 or more consecutive days of service (due to illness, vacation, family cancels, etc.), please notify the Agency by email or phone right away. This notification is **in addition** to sending the *Break in Service* form with your session notes/billing. Please remember to give 30 days' notice if you are taking a vacation of more than 2 weeks, so the OSC can offer temporary coverage while you are gone.
- ❖ Please ensure that your Provider Agreement is up to date. Notifications are sent out prior to the expiration date with information on how to renew expiring agreements. If you have not been in contact with the Provider Approval Unit to submit the necessary updated paperwork, please contact the NYEIS Provider Approval Unit at **518-473-7016 extension 1** or send an email to [provider@health.ny.gov](mailto:provider@health.ny.gov). Also note, *if agreement is not renewed, we will not be able to assign you to any cases, updated IFSPs and any sessions provided/billed after your expiration date will be denied by the state as your name would not appear as a current provider.*