



Terms and conditions

Speak and Listen

Speech and language consultancy and therapy

COST AND DURATION:

4061/ 4054	Intake and first appointment (after referral or screening)	€ 81.00
4057	Intake and first appointment (including screening with direct access)	€ 83.50
4000	Individual session 30 minutes	€ 42.50
	Extended session 45 minutes	€ 61.50
	Extended session 60 minutes	€ 75.00
4062	Intake and first appointment at home	€ 92.00
4001	Individual session 30 minutes at home	€ 62.00
	Extended session 45 minutes at home	€ 80.00
	Extended session 60 minutes at home	€ 98.00
4050	Screening with direct access	€ 30.00
4214	Group session per patient	€ 42.50
4011	Parent meeting or consult	€ 42.50
4313	Support meeting with teacher, learning support or other professionals	€ 42.50
4314	Report writing (per assessment)	€ 42.50

TERMS AND CONDITIONS:

INVOICING & PAYMENT:

- Patients/ parents/ caregivers will receive an invoice and payment link via **Infomedics** at the end of each month.
- Patients/ parents/ caregivers are responsible for submitting invoices to their health insurance for reimbursement.
- You can inform your treating therapist of your preferred invoicing format (Infomedics can send invoices either by **email or post**).
- For questions about invoicing format and payment, contact Infomedics (at **088 655 5987**).
- Payments to Infomedics must be made no later than 30 days after receipt of the invoice and must include the relevant payment reference in order to be processed.
- Late payments (after 30 days) will result in additional collection costs as according to Infomedics' internal policy (SPEAK AND LISTEN cannot waive late payment costs).
- Patients/ parents/ caregivers are responsible for making alternative invoicing arrangements in case of an address change, long holiday or relocation.

SESSIONS:

- SPEAK AND LISTEN offers speech and language therapy sessions, both on-site and online.
- Session times are coordinated with parents/caregivers and/or teacher(s) as needed.
- A referral letter (GP or specialist) is required prior to the first appointment, unless otherwise agreed with your health insurance.
- Parents/caregivers are subject to a 24-hour cancellation policy: Sessions missed or cancelled within 24 hours of the scheduled day/ time may be charged unless otherwise arranged.
- Parents/caregivers are subject to an 80% attendance policy: If more than 20% of sessions are missed you may be removed from the current schedule.
- Late or missed payments may result in discontinuation of sessions.

HEALTH INSURANCE:

- SPEAK AND LISTEN (AGB code: 05091125) is an **uncontracted paramedical care provider** and has not entered into specific contracts with health insurers.
- Speech and language therapy is covered by all basic, Dutch health insurance policies but the reimbursement percentage/ rate may be less for uncontracted paramedical care providers. The reimbursement percentage/ rate differs per health insurance as well as per policy and ranges between 65 to 100%.
- Our session rates comply with the **market conform** and health codes established by the National Healthcare Authorities (NZA).
- SPEAK AND LISTEN reserves the right to adjust its rates on an annual basis. Any changes to the rates will be communicated to patients/ parents/ caregivers in writing at least 30 days prior to the new rates taking effect. Continued use of services after the rate increase notice period shall constitute acceptance of the updated fees. Patients/ parents/ caregivers acknowledge and agree that such rate adjustments do not require prior consent.
- Refer to this [overview](#) to see which health insurers cover 100% of our regular session costs or speak to your health insurance about the specific amount.
- Report writing and parent/ support meetings are generally not covered by Dutch health insurers. Coverage therefore depends on your own personal insurance and policy type.
- Most Dutch health insurers only cover 30 minutes per session, per day. Longer/ extended sessions may result in additional out-of-pocket costs.

DATA PROTECTION AND PRIVACY:

SPEAK AND LISTEN will take reasonable steps to keep secure any personal information of all clients and parents. Personal information is stored and shared in secure files and we adhere to protecting personal data as according to the guidelines stated in the European General Data Protection Regulations (GDPR). The following actions will not be performed without consent from patients/ parents/ caregivers (as previously given at the time of the intake):

- sharing of personal details, assessment results and reports
- discussing results and recommendations
- taking and sharing photos or video footage of clients

I understand these terms and conditions and agree that my child may receive speech and language therapy through SPEAK AND LISTEN.

Name of child:

Name of parent/ guardian:

Signature parent/ guardian:

Date: