

Educational Special Needs Services

PO Box 17751 ~ Tucson, AZ ~ 85731-7751

(520)272-4020

8:00 a.m. - 4:00 p.m. ~ Monday - Friday

Client Policy Agreement

- Service Providers** **Service providers maintain their own hours. Clients must contact their own service provider regarding any scheduling needs or changes.**
- Fees** **All fees are on a sliding scale (depending on available scholarship funds) based on your yearly gross income and the specific charge for the service provided. See Service Agreement on the reverse side of the Billing Schedule/Contract for current fees. Checks must be made out to Educational Special Needs Services or ESNS.**
- Payment** **Billing for services rendered during a current month will be mailed on the first business day of the next month and must be received by the 20th of that month. A 10% late fee will be assessed on the 21st of each month for any unpaid balance. Services will be suspended on the first service day of the next month if the balance due is not paid in full.**
- Appointments/
Sessions** **All appointments/sessions are scheduled with each service provider. Changes must be arranged with your service provider in advance. All clients are provided with contact numbers for individual service providers.**
- No Show/
Cancellation** **An adult must cancel any scheduled appointment/session with the service provider no less than 2 hours prior to the scheduled appointment or session. Cancellations less than two hours prior or 'No Shows' will be charged at the full rate. Do not call the office or the school where services are provided.**
- Scholarship
Assistance** **Parents/Guardians with extenuating circumstances may apply for additional scholarship assistance. Scholarships will be awarded depending on available funds and the assessment of the individual needs of the applicant. Scholarship assistance must be requested before services have been rendered.**

I have read and agree to the policies on this ESNS Client Policy Agreement.

Parent/Guardian Signature(s) _____ Date _____

Please call the office number for any questions you may have.

RETURN SIGNED WHITE COPY TO ESNS OFFICE