



Frequently Asked Questions about our Services and Invoices

What is Telehealth Service Delivery?

When a medical professional provides services across the Internet, this is referred to as *telehealth service delivery*. This approach makes expert help available to families who live in remote locations or have difficult scheduling needs. Face to face sessions across a camera are a highly effective way to deliver speech language therapy services.

Who is Anna Krueger and what are her qualifications?

Anna Krueger, MSc, S-LP(C), holds a master's degree and is a certified speech-language pathologist.

- Registered by the College of Speech and Hearing Health Professionals of British Columbia (#1249). This regulatory body protects the public. BC has a higher standard than provinces which do not have a college.
- Certified by Speech-Language and Audiology Canada (#1396). This national organization sets the qualification requirements for practicing as a SLP in Canada.
- Registered Autism Service Provider in British Columbia. This government standard allows Anna Krueger to invoice the BC government for therapy services for autism treatment.

What makes Neuroplan's Services so Cost Effective?

We combine telehealth service delivery with intensive, daily practice. We like using computerized programs and apps in therapy to increase the intensity without driving up the cost. We only invoice for the time required by the speech-language pathologist. This service is documented on receipts as *speech-language therapy services*. This is usually 2 to 3 hours a month. We do not charge for the time the client is spending in daily practice. This ranges from 12 to 90 hours a month. We don't charge any software license fees. We cover all the expenses.

Do you charge tax?

No. Neuroplan Treatment Services is a private practice in speech language pathology. Revenue Canada recognizes SLPs as healthcare providers so we are not required to charge any taxes.

Can I pay by credit card?

Yes, Neuroplan accepts VISA, Mastercard and American Express.

Can I get a refund on a therapy program?

No, because the results you get from a therapy program are dependent upon your effort and commitment. We provide clinical receipts showing the dates of our service. You can use this to get a reimbursement from a funding source. You can also use our receipts for tax purposes. It would be unethical for us to provide a refund.

Can I submit a prepayment invoice to my extended health insurance company?

No, please wait. Your insurance plan needs the dates of service. We issue clinical receipts with the dates of service after month-end. You can submit these receipts for reimbursement.

Can I use my extended health coverage for more than one person in my family?

Possibly. If your therapy program requires parent training, we invoice for the adult as well as the child.

Can Neuroplan invoice my funding agency or school directly?

It depends on your funding source. Please visit our website and use our online registration form to give us some details about your funding source. We will be happy to help you with the paperwork. Because of our upfront costs, we need a formal contract with your funding source. Please visit our website for pricing information.

Should I apply for the disability tax credit?

Probably not. Most of our clients don't meet the strict requirement for the disability tax credit. Instead, if you don't have a funding source, submit your receipts from Neuroplan to Revenue Canada as a medical expense tax credit. There are variations by province, so please check with Revenue Canada.