

DAY TREATMENT PROGRAM INFORMATION HANDBOOK

Beyond Care Services UT LLC Day Treatment Program

CONTACT INFORMATION

Program Name: Beyond Core Therapy Day Treatment Program (In-Home ABA Services)

Address: 2819 S 5600 W #105 West Valley, Utah 84120

Mailing Address: 3556 S 5600 W 1 # 488 SALT LAKE CITY, UT 84120

Phone: (385) 321-5588

Email: info@beyondcoretherapy.com

Website: <https://beyondcoretherapy.com/>

Program Owner/Program Director: Jack Gerstner

Hours of Operation: M-F 8AM-5PM

EMERGENCY CONTACT INFORMATION

For emergencies, call 911 or proceed to the nearest emergency department.

SERVICES PROVIDED

The Day Treatment Program provides structured therapeutic services for children and adolescents with developmental, behavioral, and social-emotional needs.

Services may include:

- Applied Behavior Analysis (ABA)
- Behavioral assessment and treatment planning
- Individual skill acquisition programming
- Social skills instruction
- Communication training
- Adaptive living skill instruction
- Emotional regulation and coping skill development

- Caregiver training and support
- Community integration activities when clinically appropriate
- Coordination of care with outside providers

PROGRAM REQUIREMENTS AND EXPECTATIONS

To participate in services, clients and families are expected to:

- Attend scheduled treatment sessions consistently.
- Participate in treatment planning and review meetings.
- Maintain current contact and emergency information.
- Follow attendance and illness policies.
- Treat staff, peers, and property respectfully.
- Follow safety and in-home guidelines and procedures established by the program.
- Provide necessary releases of information when coordination of care is required.
- To the best of your knowledge, provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your child's health.
- Keep insurance information up to date and assure financial obligations are fulfilled promptly.

ELIGIBILITY CRITERIA

The program is designed to serve children and adolescents who:

- Require structured therapeutic day treatment services via a diagnosis that supports medical necessity for ABA services.
- Have behavioral, developmental, social-emotional, or related treatment needs that can be safely managed within the program.
- Meet admission criteria established through assessment and screening.
- Can participate safely within the staffing ratios and physical environment of the program.

Population Served: Children and adolescents ages 1 through 20.

Typical Presenting Needs May Include:

- Autism Spectrum Disorder that may be accompanied with:
 - Behavioral challenges
 - Social skill deficits

- Communication deficits
- Emotional regulation difficulties
- Adaptive skill delays
- Related developmental or behavioral concerns

EXCLUSION AND DISCHARGE CRITERIA

A client may be denied admission, discharged, or referred to a higher level of care when:

- The client's needs exceed the program's scope of services.
- The client presents a significant and ongoing safety risk to self or others that cannot be safely managed.
- The client requires medical, psychiatric, or behavioral supports beyond the program's capabilities.
- Repeated behaviors substantially disrupt treatment despite intervention efforts.
- The family declines to participate in required treatment processes.
- The client no longer meets medical necessity or program eligibility requirements.

The program may not accept placement of a child whose needs exceed the scope, resources, staffing, training, or ability of the program to reasonably and safely manage.

COSTS, FEES, AND REFUND POLICY

Costs and fees vary based on services provided, funding source, and insurance coverage.

Families are responsible for:

- Applicable deductibles
- Copayments
- Coinsurance amounts
- Non-covered services
- Self-pay services agreed upon in advance

A fee schedule is available upon request.

Refund Policy: Refunds for self-pay services will be processed in accordance with company billing policies. Services already rendered are generally non-refundable. Any billing concerns should be directed to the billing department.

CLIENT RIGHTS

All clients and families have the right to:

- Be treated with dignity and respect.
- Receive services free from potential harm or act of violence.
- Receive services free from discrimination.
- Receive services free from abuse, neglect, and exploitation.
- Communicate and visit with family, attorney, clergy, physician, counselor, or case manager, unless therapeutically contradicted or court-restricted.
- Privacy of current and closed records.
- Be informed of agency policies and procedures that affect your ability to make informed decisions regarding client care, to include:
 - Program expectations, requirements, mandatory or voluntary aspects of the program consequences for non-compliance.
 - Reasons for involuntary termination from the program and criteria for re-admission program service fees and billing.
 - Safety and characteristics of the physical environment where services will be provided.
- Participate in treatment planning.

COMPLAINT REPORTING AND RESOLUTION PROCESS

Beyond Core Therapy is committed to providing safe, ethical, and effective services.

If a parent, guardian, client, employee, or community member has a concern or complaint regarding services, you have the right to file a complaint or grievance about the agency or staff and to access assistance for conflicts regarding services rendered.

If applicable, the Beyond Core Therapy provider should be made aware of any conflict. If resolutions of conflict cannot be achieved with the client/family through the professionals involved, the client/family has the right to request a meeting within 10 days of the complaint with the Owner who has the ultimate authority in resolving conflicts.

If you still feel your rights have been violated, you have the right to contact the Utah Department of Health and Human Services at 801-538-4242, licensingcompliant@utah.gov, or by mail at 195 N. 1950 W, Salt Lake City, UT 84116, free from retaliation for reporting any violation to your rights.

For additional information, please contact the Company Owner or office@beyondcoretherapy.com.