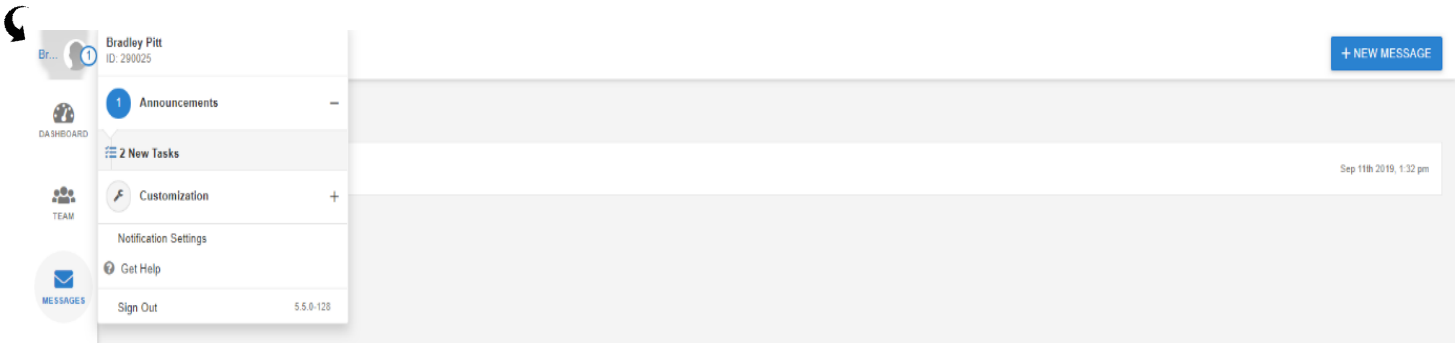
Setting up your Client Profile

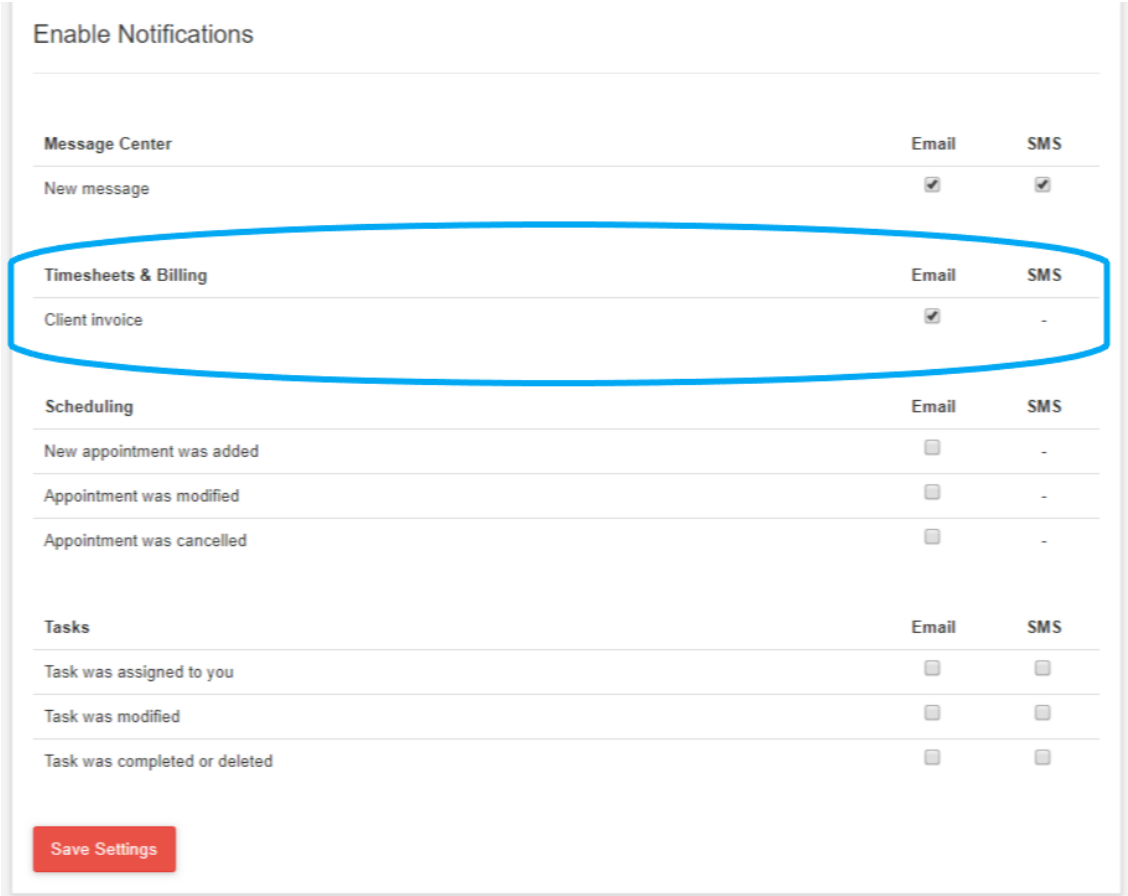
1. Your username is your child's first and last name (no spaces)
2. Set up a password by going to https://members.centralreach.com/#login and type in your username and choose "Forgot Password" then enter your username again to have a password reset link sent to the email on file.

Setting up Notifications

1. It is important to set up notifications. You can choose to receive text messages or email notifications.
2. Clink on your child's name in the upper left corner of the screen and choose "Notification Settings" from the drop down menu.



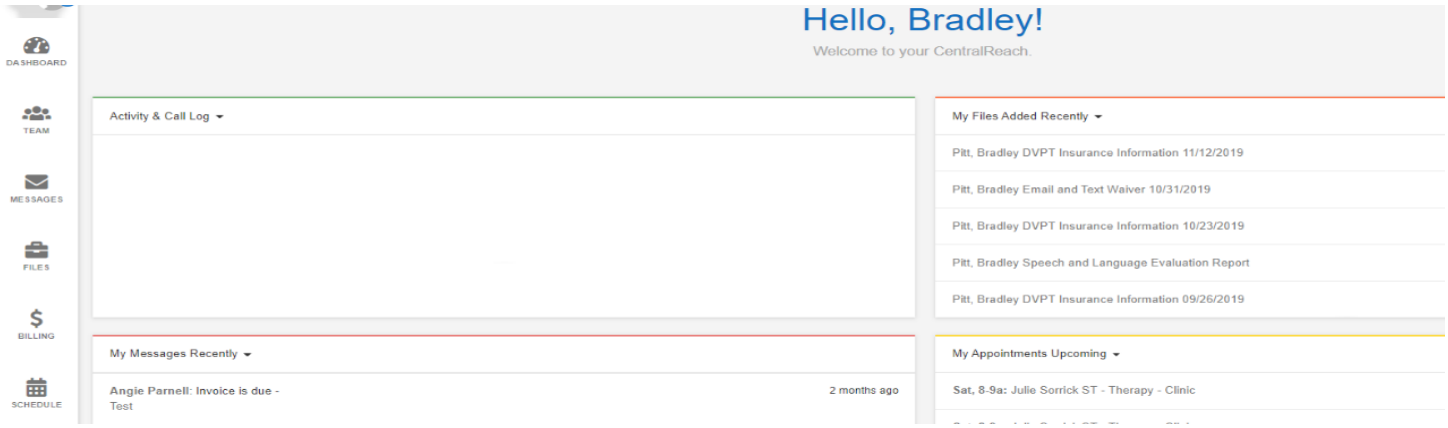
3. If you wish to receive text messages, complete the Mobile Setup by entering your cell phone carrier and phone number. Then enter the verification code Central Reach will send to your phone.
4. Under "Enable Notifications" click the box to receive email for Client invoice. You may also choose to receive emails or text messages (SMS) for messages, scheduling, or tasks.
5. ***Remember to click "Save Settings" to save your preferences.**



Your Client Dashboard

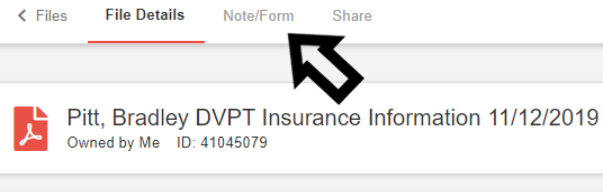
Your client dashboard will display 4 "widgets": Activity & Call Log, My Files, My Messages, and My Appointments. Each of the modules can also be navigated by clicking on the icons in the far-left column.

a. You can complete editable Notes and Forms
b. You may see activity notes from the billing team regarding verification of benefits, authorizations, etc.
c. You can find evaluation reports, quarterlies, or other files.
d. You can send and receive HIPAA compliant messages with the billing team or your therapist.
e. Your child's upcoming appointments will appear in the Appointments widget.



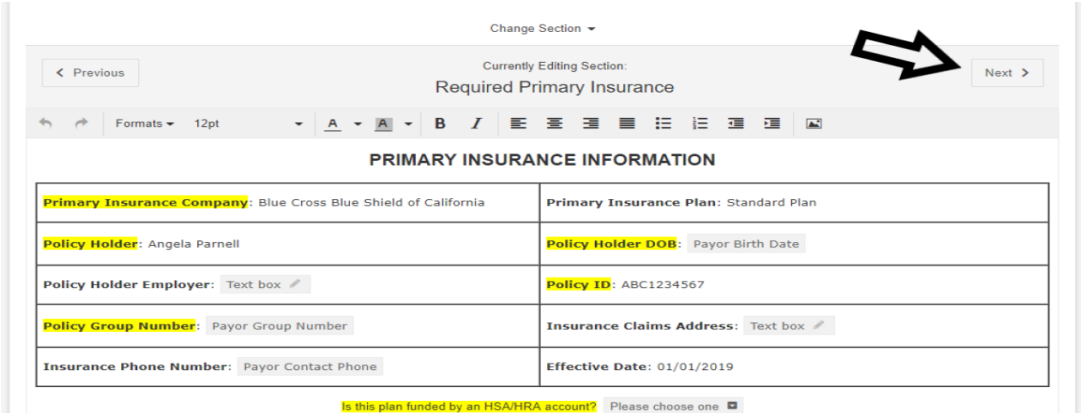
Completing & Signing Files (Note/Forms)

You will find New Patient Paperwork including the DVPT Insurance Information form and Credit Card Authorization form in the Files Modules.



1. Click on the file you wish to edit/sign.
2. **Click "Note/Form" to access the editable, online form.**
3. Complete areas that have grey text boxes.
4. You can navigate between sections by clicking on the Next Button or Previous Button (located in the top right or left corners of the page).

All Patient Paperwork forms require a signature on the last section.



Remember to SAVE. Saving with allow you to come back and add additional information. Saving and Locking (for instance, after you sign), means no further edits can be made to the document.

Credit Card Authorization Form

1. The Credit Card Authorization Form must be filled out by all private pay clients.
2. Please initial to indicate your understanding that the card on file will be charged automatically on the 10th and 25th of each month for services provided and invoiced to you on the 1st and 15th of that month unless you have contacted the office to make other arrangements.
3. Complete the credit card information (note: You will be able to add and edit credit card information in the client portal in the Billing Module.)
4. Sign the form by typing in your name.
5. Click Save and Lock.

Pitt, Bradley CC Auth Form Signed 11/14/2019
Owned by Me ID: 41208599

Preview File

Change Section

Previous

Currently Editing Section:
CC Authorization Form

Next

At Desert Valley Pediatric Therapy, Invoices for services are billed after we have received a response from your insurance company. Since we do not collect payment at the time of service, to ensure timely payment for services already rendered, we require private pay clients to keep a debit, credit, or HSA card on file in our secure, HIPAA compliant system.

Desert Valley Pediatric Therapy uploads invoices to the client portal on the 1st and 15th of the month. We no longer mail copies of the invoice. If you would like to receive your invoice in the clinic or by mail, please contact the office. Your invoice reflects your financial responsibility for services rendered and is due by the 10th and the 25th. You have the options of paying with a credit card before the 10th or 25th on the patient portal, call the office to authorize payment, or pay by cash/check. Your card on file will be if we have not received another method of payment by the 10th and the 25th. Please contact the office before the due date if you have would like to discuss a different payment date or deferment.

Initial Here **I understand that my invoice is due by the 10th and 25th of each month.**

I authorize Desert Valley Pediatric Therapy to charge my credit card, indicated below, on the 10th and 25th of each month (or the following business day) to pay the balance due as indicated on the invoice uploaded to the client portal. I understand that if my balance is not paid in full by the 10th and the 25th that services will be suspended until my account is in good standing. Paid invoices are uploaded to the client portal for your review.

Name on Card: Click Here	
CC Number: Click Here	CVV: Click Here
Expiration Date: Click Here	Billing Zip Code: Click Here

I, the undersigned, authorize and request Desert Valley Pediatric Therapy to charge my credit card, indicated above, for balances due for services rendered that have been identified as my financial responsibility. This authorization will remain in effect until I cancel this authorization. To cancel, I must contact the Desert Valley Pediatric Therapy billing office and the account must be in good standing.

Name of Child: Bradley Pitt DOB: 03/09/1974

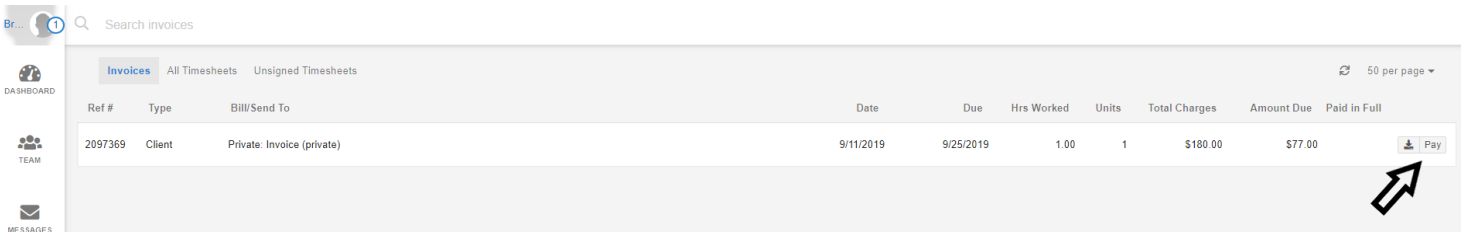
Parent/Guardian Signature:

Bradley Pitt

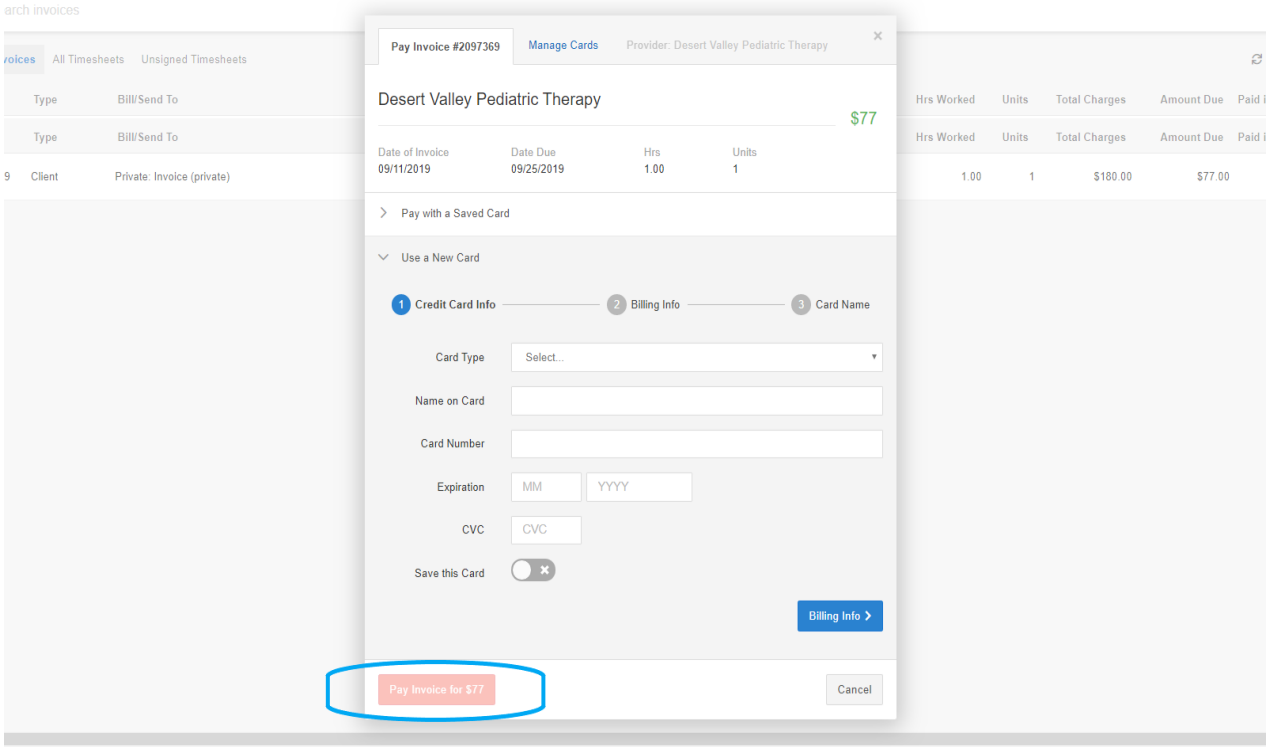
Save | Save and Lock | Note failed to auto save.

Paying your Invoice Online

1. You will receive an email notification when you have a new Invoice.
2. You will be able to view the invoice by clicking on the link in the email. In order to pay your invoice, choose to login to Central Reach.
3. You can find your Invoices by clicking on the $ Billing Module in the left column on your Client Dashboard. Your invoices will appear with date created, due date, and amount due. You can also choose to download and print your invoices from this screen.



4. To pay your invoice, click on the "Pay" button. In the next screen you will be able to enter a credit card or manage/choose credit cards you've already entered and saved.



5. Choose the card you wish to use and click the red "Pay Invoice" button at the bottom of the window.
6. If you are unable to pay your balance in full, you will need to contact the billing team to make a partial payment or request your invoice be split into two separate invoices that can be paid in full in the portal.