



## Steps to Becoming a Behavior Support Services (BSS) Client

The below steps are to help you and the BSS providers decide if our services will meet your child's needs as well as guide you through our intake process.

1. Complete the survey "[BSS Intake Questionnaire](#)", so our providers can assess if we will be able to meet your child's needs.
  - o You will be asked to upload a copy of your insurance card (front and back) as part of this survey. If you prefer, you may e-mail a copy to: [sorensonbehaviorsupport@usu.edu](mailto:sorensonbehaviorsupport@usu.edu). We need your insurance information to advise you on potential coverage for BSS services which vary by insurance provider. If your insurance changes, please send the updated insurance card (front and back) to [sorensonbehaviorsupport@usu.edu](mailto:sorensonbehaviorsupport@usu.edu).
2. If you intend to self-pay for services, we will provide you with a Good Faith Estimate for the initial cost of the evaluation, so you can determine if the service makes financial sense. Please note that our providers use evaluation results to inform their therapy recommendations. As such, we are often unable to provide a Good Faith Estimate for the cost of therapy services until after the initial evaluation.
3. If both you and a BSS provider feel moving forward with services is appropriate for your child's needs, we will add them to our waitlist and we will send a confirmation email stating they have been added.
4. Our program has a waitlist and waitlist times can vary. While your child is on the waitlist, you will periodically receive a check-in phone call from a member of our team. In addition, you are always welcome to call our clinic and check progress updates.
5. Once a member of our team can see your child, you will receive a phone call and email to notify you of their availability. You will have 1 week to respond and let us know if you want to move forward with services. Once you have confirmed an initial appointment will be scheduled.
6. At this point, in some cases, our billing specialists may have to collect additional information from you in order to determine insurance coverage prior to the initial appointment.
7. Prior to the appointment, you will complete consent forms and medical background paperwork.

