



HETRA Billing Policies

If you have any questions about HETRA's fees or billing procedures please contact Erin Bevington at (402) 359-8830, ext 105 or Erin@HETRA.org.

To help HETRA save on postage, all invoices are sent via email.

If you would prefer to receive your billing via regular mail, please let us know.

Fee Structure

HETRA does not bill health insurance or Medicaid

Evaluations- Evaluations are performed by one of the HETRA therapists for all new Participants entering the program. Evaluation fees are \$100.

Adaptive Riding & Driving Sessions - \$40 per ride/drive, \$480 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. Adaptive riding/driving is billed at the beginning of each 12-week course, and is due by the due date on the bill.

Therapy Services- \$35 for each 15-minute session, \$70 for a 30-minute session, and \$105 for a 45-minute session. Every participant will be invoiced for a Course Fee at the beginning of the 12-week session in the amount of \$300. Then all completed Therapy Services sessions will be billed on a bi-weekly basis in the amount of \$22.50 for each 15-minute session or \$45 for each 30-minute session completed. Payment is due by the due date posted on the invoice. Course Fee refunds will not be given for any Participant cancellations. If HETRA cancels a session a refund of \$25 per cancellation will be applied to your next invoice. A 10% early payment deduction is available if full payment is made by the due date on the bill.

Group Activity Program (GAP)- \$45 per session, \$540 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. GAP is billed at the beginning of each 12-week course, and is due by the due date on the bill.

Public Riding Sessions - \$40 per ride, \$480 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. Public Riding is billed at the beginning of each 12-week course, and is due by the due date on the bill.

Life Skills Sessions: \$20 per session, \$240 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. This program is billed at the beginning of each 12-week course, and is due by the due date on the bill.

Equine-Assisted Learning or Mental Health Small Group - (3 or fewer participants): \$40 per session, \$480 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. GAP is billed at the beginning of each 12-week course, and is due by the due date on the bill.

Equine-Assisted Learning or Mental Health Large Group – (4+ participants): \$20 per session, \$240 for one 12-week course, a 10% early payment deduction is available if full payment is made by the due date posted on the invoice. GAP is billed at the beginning of each 12-week course, and is due by the due date on the bill.

Equine-Assisted Learning or Mental Health Services (private): \$35 for each 15-minute session, \$70 for a 30-minute session, and \$105 for a 45-minute session. Every participant will be invoiced for a Course Fee at the beginning of the 12-week session in the amount of \$300. Then all completed Therapy Services sessions will be billed on a bi-weekly basis in the amount of \$22.50 for each 15-minute session or \$45 for each 30-minute session completed. Payment is due by the due date posted on the invoice. Course Fee refunds will not be given for any Participant cancellations. If HETRA cancels a session a refund of \$25 per cancellation will be applied to your next invoice. A 10% early payment deduction is available if full payment is made by the due date on the bill.

Registration Fees- All Participants will be billed an annual \$35.00 registration fee which helps HETRA cover insurance and other office fees.

Financial Assistance

Payment plans as well as Scholarships and outside funding is available for all Participants in any program.

Payment Plan Options:

Two Payment Plan – 50% of the invoice due at the payment due date. The other 50% due 30 days after the payment due date.

Monthly Payment Plan – 3 Payments can be made on the date that works best for you in the amount of \$160.00.

Weekly Payment Plan – Payments can also be made weekly on the day of the week that works best for you.

*** In order to set up any of the payment plans HETRA must have a credit card on file to process these payments automatically.**

We can provide you with a list of outside funding sources that have been very supportive of HETRA families. We ask that you investigate these options prior to applying for a HETRA scholarship. HETRA Scholarships are based on your annual income with consideration made to your current family situation. We also offer a discounted services program which is based on how many hours you volunteer for HETRA or how much you help raise in donations. If you need to request a scholarship, outside funding sources or discounted services form please contact Erin Bevington at (402) 359-8830 or Erin@HETRA.org.

Cancellations

If HETRA cancels a session (due to weather or staff illness, etc.):

Adaptive Riding, GAP, Ground Programming, Public Riding & Adaptive Carriage Driving – the fees for each HETRA cancellation will be credited toward the next 12-week course invoice.

Therapy Services Participants you will not be billed for HETRA cancellations, and will be credited \$25 (Course Fee) for each canceled session on your next 12-week course invoice.

You will be notified by phone, email and/or text message for weather cancellations.

If a participant cancels a session:

Adaptive Riding, GAP, Ground Programming, Public Riding & Adaptive Driving Participants this session will not be refunded, but can be made up. You are allowed a maximum of 1 make up session per 12-week course and these must be made up during that course or the course immediately following the cancelled session(s). Make up sessions must be scheduled by the registrar and will be offered as available. Make up sessions are only available if they have been reported via the HETRA participant cancellation form.

Therapy Services Participants – if 72 hours' notice has been given there will be no charge for your cancellation if reported through the HETRA Participant Cancellation Form. The course fee associated with that session is non-refundable. If less than 72 hours' notice is given there will be a \$15 cancellation fee. There will be no charge for participants that have a doctor's note for their cancellation. Each participant will receive one free late notice cancellation per course. If a participant does not show up and no notice is given there will be a \$25 no show fee charged. **Please always fill out the cancellation form as soon as you know your participant will not be able to attend their regularly scheduled session so the appropriate HETRA staff can be notified.**

Participant tardiness: Any time a Participant is late, their session time will be decreased accordingly in order for the schedule to remain intact. **If a Participant is 15 or more minutes late for a session they will NOT be allowed to ride for that session.**

Dropping out of a Course: If your Participant drops out of a 12-week course without finishing all 12 weeks there will be a \$50 fee assessed unless it was medically necessary.