

## **Fees and Billing**

### **1) 2018 Fees:**

- **Appointment: \$60**
- **Standard Delivery: \$180**
- **NEW Beds (Only) Delivery \$60**

### **2) Billing – Agency Paid Fees**

- a. All appointment fees and product purchases are billed to the referring agency on a monthly basis.
- b. Missed appointments will be billed if the appointment was not cancelled by the caseworker **24 hours prior** to the appointment. (See Cancellations & Rescheduling policy below.)

### **3) Billing – Client or Third Party Paid Fees**

- a. If a client or third party is designated as paying any fee, payment needs to be received in our office prior to the appointment.
- b. If payment is not received **within 24 hours** of the appointment, the appointment will remain scheduled, but the agency will accept responsibility for payment of the appointment fee. (See Cancellations & Rescheduling policy below.) **Bridging does not invoice clients or third party payees.**
- c. Bridging does not accept personal checks as payment of fees. All other forms of payment are accepted

### **4) Past Due Accounts**

- a. All invoices are issued with 30 day terms. Past due invoices will result in your agency staff being temporarily unable to make or manage referrals and may result in Bridging canceling existing appointments.

## **Scheduling Appointments**

- 1) The referring caseworker must complete a home visit, verify client need and complete the **Client Checklist**.**
- 2) All appointments are scheduled securely online at AppointmentQuest:**  
<http://www.appointmentquest.com/provider/2120069436>
- 3) To utilize the online system, caseworkers must be authorized by the primary agency contact.**
- 4) Appointments are scheduled Monday, Tuesday, Wednesday and Thursday.**
- 5) Appointments are only scheduled at 9:15 AM and 10:30 AM.**

## **Client Appointments**

- 1) The client must bring a form of **Picture ID** to their appointment.**
- 2) Bridging does not provide translators. If your client requires translation services they will have to bring a translator with them.**

- 3) Access to the warehouse is limited to the client whose name appears on the referral form. **This is one person only.** A limited amount of space is available for individuals waiting.
- 4) Children are **NOT** allowed in the warehouse due to safety concerns. Bridging does **NOT** provide childcare for children while their parent or guardian is in the warehouse choosing their items. If there is not a responsible adult available with the client to watch their children, the client will have to forfeit/cancel their appointment. (See Cancellation and Rescheduling guidelines below.)

### **Bridging Deliveries**

- **Delivery MUST be requested when scheduling the appointment. There are a limited number of deliveries that can be scheduled each day**
  - Deliveries will be completed by Bridging staff.
  - Bridging will **NOT DELIVER** more than 2 floors above ground level without an elevator.
  - Payment for delivery will be forfeited if the Bridging team arrives and the dwelling is more than 2 floors above the ground level without an elevator
- **Each warehouse has a specific delivery zone**
  - **Bloomington** – Hennepin (South and West of I-94), Dakota, Scott, and Carver Counties
  - **Roseville** – Ramsey, Anoka, Washington Counties, plus areas of Hennepin County North and East of I-94 (NE Mpls, Brooklyn Park/Center)
- Delivery date is given when the appointment is confirmed. Deliveries are scheduled **Monday through Thursday** from 8:00 a.m. to 6:00 PM. Delivery will be completed on the next delivery day after the appointment.
- **If you request an assistant to shop with the client due to mental health reasons or your client used an interpreter, we request that someone is present with the client to facilitate the delivery of the client's items.**
- New Bed deliveries will be completed the **day after** the appointment scheduled. The client will receive a phone call on the appointment date with a 4 hour delivery window for next day delivery. Thursday deliveries will be delivered on the following Monday.

### **Cancellations & Rescheduling** (Contact [agency@bridging.org](mailto:agency@bridging.org) or call 952-888-1750)

- 1) **24 hour prior notice** is required for appointment cancellation or rescheduling. *(24 hours is no later than 10:00 AM the day before the appointment)*
- 2) Appointments may be rescheduled using Bridging's online referral and scheduling system.
- 3) **Without 24 hour notice** the agency will be responsible for paying the appointment fee for the missed appointment.
- 4) If a client **cannot complete** or **does not show up** for a scheduled appointment the agency is responsible for paying the appointment fee.
- 5) **A missed appointment may be rescheduled. It will be scheduled as a new appointment and will be billed the standard fee.**

### **Picking up Furniture**

- 1) At the appointment clients receive notice of the days and times they can pick up their furniture. **All** furniture must be picked up within **48 hours** after the appointment; it can be taken the same day as the appointment.
- 2) During the 48 hour time period, multiple trips can be made to the warehouse to pick up furniture.
- 3) A client loses claim to their furniture if it is not picked up **48 hours** after the appointment.
- 4) Clients need to be prepared to load and secure furniture into their own vehicle. Bridging staff are not allowed to load vehicles or tie down furniture. There is twine available at the Bridging warehouse for client use.
- 5) Clients do not have to be present at Bridging if a mover/friend/family member is picking up their furniture. If the client is not present, a copy of the shopping sheet showing items chosen (given to the client at the end of their appointment) should be presented.

### **Furniture Issues**

The majority of the furniture and household goods at Bridging are gently-used. We do our very best to inspect our donations for stains, rips, tears, breakage and general wear and tear, but we also encourage clients to inspect items during their shopping experience and at the time of pick-up or delivery.

- 1) Clients who select items that will not fit through a doorway of their home have the option of declining the item and selecting a new item. This must be reported to Bridging within 24 hours of receiving the items and arrangements for return/reselecting must be completed within 2 business days.
- 2) In the rare event that your client discovers an item selected is broken, has pet hair, has strong odors, or has major rips, stains or tears, your client will have the opportunity to select replacement items. Bridging will need notification within 24 hours of receiving the items. Selection of replacement items must take place within 2 business days after notification. If the item was delivered by Bridging, delivery of the replacement item will be arranged by Bridging. If the item was picked up by the client at one of our warehouses, the client will need to return the defective item, select a replacement and remove it from our warehouse at the same time.

### **Bridging Staff Contacts:**

#### **Agency and Scheduling inquiries:**

**Amy Miller, Business Services Assistant, Amy.Miller@bridging.org or 952.888.1750**

#### **Billing and Financial inquiries:**

**Myra Van Delist, Business Services Manager, Myra.Vandelist@bridging.org or 952.460.1015**