

## Introduction

This *Fees and Billings Practices Standard of Practice* outlines expectations for registrants to demonstrate a commitment to ethical and accountable billing practices.

## Standard

College of Audiologists and Speech-Language Pathologists of Manitoba (CASLPM) registrants ensure that billing practices and financial arrangements are justifiable and accurately reflect the professional services and products provided to the client while supporting the client in making informed decisions.

## Demonstrating the Standard

Registrants will:

- Communicate billing practices with clarity, transparency, and professionalism.
- Clearly disclose fee schedules and refund policies including those related to bundled services and any additional charges (e.g. late payment fees) prior to the delivery of products or services.
- Provide clients with the opportunity to ask questions and receive clear explanations regarding fees, charges, and billing practices.
- Maintain complete, accurate, and up-to-date financial records (*See CASLPM's Privacy, Confidentiality, Documentation & Information Management Guidelines*).
- Issue detailed and accurate invoices and receipts and resolve any billing discrepancies promptly.
- Conduct billing practices in a manner that upholds the integrity of the registrant and preserves public trust (e.g. avoiding excessive fees in relation to the service rendered).
- Ensure that clients are not directly charged or asked to provide payment when service fees have been fully covered by a third-party payer (e.g. avoiding double billing).