



Frequently Asked Questions

1. “I do not see my desired provider online. Can I still use the ParentSteps discount?”

This program can only be used at the participating providers which are listed online. If your preferred provider is not listed you can still use the ParentSteps program to access the discount prescription program through Freedom Pharmacy.

2. “I am having issues with my username/password and cannot log into my account”

If you are cannot remember your username or password:

1. Click the **Login Help** link located just under the username and password fields on the ParentSteps homepage.
2. Either type in your username or the email address associated with your ParentSteps account and click the **Reset Password** button.
3. An email will be sent to the email address associated with your registered account and it will have your username and a new password in it.
4. The next time you log onto ParentSteps you will be required to change your password.

For all other login issues, please contact ParentSteps customer service at 877-801-3507.

3. “How will my provider know that I am utilizing the ParentSteps program?”

Once you select the facility that you would like to be treated at, the facility is sent an email identifying you as a potential patient. You should contact your provider to set up a consultation and let them know that you are accessing the ParentSteps program. Also, if the provider logs into the ParentSteps website, they can view your details and verify that the status is ‘Active.’

4. “I am being billed for my consultation. Are consultations included in ParentSteps pricing?”

Any consultations performed prior to the cycle start date are to be paid by the member. No discounts are offered for the pre-consultation.

5. “Do claims/invoices come to ParentSteps?”

1. ParentSteps does not process claims. NO claims or invoices will be generated for patients utilizing the ParentSteps program. This program is NOT insurance coverage; it is an out of pocket discount program.

6. “I would like to withdraw from the program”

If you have registered with ParentSteps, chosen a provider but have not paid for your treatment you may withdraw from ParentSteps without contacting your provider by following the steps below:

1. Once you are logged on to ParentSteps, hover over the button titled **My Treatment Info** on the grey left navigation menu.

2. A button will appear titled **Cancel Treatment** – click this button to complete the withdrawal process.

If you have registered with ParentSteps, chosen a provider and have paid for your treatment:

1. Please contact your provider to cancel your treatment. This will initiate the refund process if a refund is applicable.

7. “When will I need to pay for my treatment”

After you and your provider have decided upon the best treatment plan, your provider will update your treatment plan details on the ParentSteps website. After your treatment details have been added to your account and before you begin treatment you will need to contact ParentSteps customer service at 877-801-3507 to initiate payment

*Please take into consideration that it can take up to 72 hours for payment to be processed

8. “I am due to receive a reimbursement. How will I be reimbursed?”

If you have paid with a credit card, you will be refunded the specified amount in the terms and conditions back on your credit card. If you paid with a cashier’s check, a check will be mailed to the address that you provided on the website. Please allow two weeks for the check to be issued. Note: payments process on the 15th of each month and the end of the month.