



Parent Steps® 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 with the participating providers, which are listed online.
- 2. “I am having issues with my username/password and cannot log into my account. What should I do?”**

If you 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. 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 containing your username and a new password.
4. The next time you log onto ParentSteps you will be required to change your password.

For all other login issues, please contact 877-801-3507 to speak with a representative.

- 3. “How will my provider know that I am utilizing the ParentSteps program?”**
Once you select the provider for treatment, the provider is sent an email identifying you as a potential patient. You will then need to contact your provider to set up a consultation and let them know you are accessing the ParentSteps program. In addition, if the provider logs into the ParentSteps website, they can view your details and verify your status is ‘Assigned.’
- 4. “Are consultations included in ParentSteps pricing?”**
Any consultations performed prior to the cycle start date are to be paid by you, as the member. No discounts are offered for the pre-consultation.
- 5. “Do claims/invoices come to ParentSteps?”**
ParentSteps does not process claims. Claims and/or invoices will not be generated for patients utilizing the ParentSteps program. This program is not insurance coverage. It is an out of pocket discount program.
- 6. “How do I 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. Log onto ParentSteps and hover your cursor over the button titled **My Treatment Info** on the grey navigation menu to the left.
2. Select **Cancel Treatment** to complete the withdrawal process.

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

You and your provider will select the best treatment plan and your provider will add the 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 call 877-801-3507 to speak with a representative and initiate payment. Please take into consideration it can take up to 72 hours for a payment to be processed.

8. “How will I be reimbursed?”

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