



Service & Fee Guide

MESSAGE THERAPY ASSOCIATION OF ALBERTA
SERVICE & FEE GUIDE

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Introduction

The MTAA Service & Fee Guide is designed to assist members in making decisions when establishing a fee schedule for their massage therapy practice and to provide guidance for collecting payment and providing receipts for massage therapy appointments. This document *does not* dictate a mandatory fee schedule for MTAA members to adhere to.

Setting Reasonable & Customary Fees

Fee schedules and billing practices should be transparent, justifiable, and clearly communicated to the client prior to the onset of an appointment. It is recommended that the fee schedule, including a list of ancillary services be available for clients to review. This information should also include fees for cancelled and/or missed appointments.

To help avoid negotiations of fees and to uphold the value of massage therapy services, it is recommended that members avoid offering large or regular discounts on their established fees. Members should also use caution when deciding whether to offer packages or incentives, as massage therapy treatment should only be recommended to clients if indicated.

When developing a fee schedule, MTAA members may consider:

- The recommendations in this document.
- The local market conditions in the geographic area of their practice.
- Demographic of clientele/socioeconomic factors.
- Overhead costs associated in operating their practice.
- The individual massage therapist's education and experience.

Components of a Massage Therapy Appointment

The length of appointment scheduled determines the amount of time a massage therapist dedicates to supporting that client. The ratio of time spent completing each component of an appointment may vary according to individual scenarios. Please see the MTAA Standards of Practice for details on implementing the components of a massage therapy appointment.

Allotted appointment times include the following components:

- I. Interview
- II. Assessment/Re-assessment
- III. Treatment planning
- IV. Treatment
- V. Homecare recommendations
- VI. Charting & administration

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Recommended Fees for Appointments

APPOINTMENT DURATION	FEE RANGE
15 minutes	\$25.00 - \$40.00
30 minutes	\$45.00 - \$70.00
45 minutes	\$60.00 - \$80.00
60 minutes	\$75.00 - \$120.00
75 minutes	\$100.00 - \$130.00
90 minutes	\$110.00 - \$150.00

*RECOMMENDED FEES DO NOT INCLUDE GST

Recommended Fees for Ancillary Services

Ancillary services are those services that are related to the provision of massage therapy but are provided outside of regular appointments. Fees for ancillary services should be discussed and agreed upon prior to providing the service.

SERVICE	FEE
Assessment	Based on therapist's hourly rate
Verbal consultation	Based on therapist's hourly rate
Completion of forms	Based on therapist's hourly rate (minimum 30 min charge) *
Preparing a report	Based on therapist's hourly rate (minimum 30 min charge) *
Copying of records	Based on therapist's hourly rate (minimum 30 min charge) *
Transfer of records	Based on therapist's hourly rate (minimum 30 min charge) *
Court preparation	Based on therapist's hourly rate (minimum 30 min charge) *
Court appearance	Based on therapist's hourly rate (minimum 30 min charge) *
Kilometers travelled	See Canada Revenue Agency Current Guidelines

*Additional associated costs incurred by the MTAA member may be added to the above fees.

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Gratuities (Tipping)

The MTAA has not taken a position for or against members accepting tips or gratuity. It is recommended that MTAA members use their own discretion when deciding whether or not to accept a tip or gratuity from a client. When making this decision, MTAA members should consider how tipping will be discussed with clients, and whether accepting a tip will impact the therapeutic relationship.

There are potential tax implications when accepting tips, and it is the practitioner's responsibility to educate themselves regarding the requirements of the Canada Revenue Agency for accepting and reporting gratuities.

Gift Certificates/Cards

The MTAA has not taken a position on the use or sale of gift certificates. Individual massage therapists and/or businesses should determine the best policy for the use and sale of gift certificates within their practice. For information regarding the regulation of gift cards, please refer to the Government of Alberta Tip Sheet:

<https://open.alberta.ca/dataset/37b1ec84-50b6-471e-b901-a90734d4f3d7/resource/b82980f1-eaf3-4c4b-8eba-af9acf63e9af/download/gift-cards.pdf>

Use of Membership Number

The MTAA membership numbers issued to members for billing purposes remain the property of the MTAA. MTAA members must maintain good standing with the association to continue utilizing the membership number issued to them. An attempt should be made to keep membership numbers secure at all times, to prevent the fraudulent use of MTAA membership identification.

Invoices/Receipts

Best Practices

Receipts provided for services outside of the MTAA Scope of Practice should not include the provider's MTAA membership number or professional designation. If a member offers services outside of the Scope of Practice, those services must be booked, rendered, and invoiced separately from massage therapy appointments.

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The same best practices apply to both handwritten receipts and computer-generated receipts. Where receipts are handwritten, they should be in a legible format. Duplicate receipts issued to clients should clearly indicate the receipt issued is a duplicate copy.

Leaving blank fields on a receipt should be avoided, as this may allow for tampering. The more complete the information provided on a receipt, the less chance there is of a receipt being altered after it's issue or of it being declined for reimbursement by health insurance providers.

The MTAA recommends that members familiarize themselves with the best practices guide available through the Canadian Life and Health Insurance Association (CLHIA):

https://www.clhia.ca/web/clhia_lp4w_lnd_webstation.nsf/page/8DE2AE93CA08C9D585257893004A0194!OpenDocument. This guide provides an excellent tool to assist practitioners with processing insurance claims and ensuring receipts contain all appropriate information. It may also assist in reducing fraudulent activities and delay on insurance claims resulting from incomplete information on receipts issued by members.

Information to Include

- **Receipt/Invoice Number** - Each receipt or invoice should have a unique and identifiable number
- **Service Date** - For receipts or invoices of multiple dates, the date each service was provided must be clearly indicated. Only dates where services have been rendered should be included on the receipt.
- **Provider Name, Address & Contact Information** - When a receipt is being issued by a clinic, the name of the practitioner who provided the service must be indicated on the receipt.
- **Professional Identification** - The membership number assigned by the MTAA along with the Association's name: Massage Therapist Association of Alberta.
- **Client Name** - The full name of the client who received the service, which in some situations may be a different individual than who paid for the service. Only the name of client who received the service should be indicated on the receipt.
- **Service Provided** - A description of the service provided, including the applicable duration of time of the service.
 - *Missed or Cancelled Appointments* -Receipts must clearly indicate that the charge amount is for a cancelled or missed appointment and not for a service that has been rendered. These receipts cannot be submitted for reimbursement by health benefit plans and are not eligible for direct billing by the massage therapist.
 - *Gift Certificates*: When providing a receipt for the purchase of a gift certificate, the description of the service should read "gift certificate" with the dollar amount paid for the gift certificate indicated. If a receipt is requested at the time a gift certificate

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is redeemed, the charge amount indicated should be zero. When partial payment is made using a gift certificate, only the total collected after the redemption of the gift certificate should be indicated as the charged amount. For example, a client has a \$50 gift certificate they would like to use toward a \$100 massage therapy treatment they have received. The receipt issued to the client should state that \$50 was paid using Gift Certificate #217 and \$50 was paid using Visa. The total charge amount listed on the receipt in this example should read \$50 paid with Visa.

- **Charge Amount** - Receipts should clearly indicate the actual cost of the service provided after any discounts have been applied, if applicable. Each charge amount should have a dollar sign (\$) in front. Any prepayment for services should be clearly indicated on receipts as a prepayment. Do not indicate payment is made until payment has been received. Any payment received as a tip must be displayed separately on receipts and not included in the total service fee.
- **Payment Method** – Indicate how the service was paid for. For example, cash, Visa, E-transfer etc.
- **GST Number** - This number must be shown on any receipt if the massage therapist or business is registered for GST. The amount paid in GST must be indicated separately from the service charge amount.