

FREQUENTLY ASKED QUESTIONS

Payment Information

What payment methods does Kinark accept?

- Kinark accepts the majority of payment methods for services. Preferred methods include: pre-authorized credit card and pre-authorized debit payments

What is a receipt?

- Proof of payment

What is an Invoice?

- An itemized list of all services and their total costs provided by Kinark Autism Services (Kinark Child and Family Services)

When do I receive a receipt?

- You will receive a receipt each time you make a payment

When do I receive an invoice?

- For our ABA Therapy programs, you will receive a monthly invoice. You will receive your monthly invoice by the 10th of the following month.
- For group and ABA coaching services, you will receive your invoice following the completion of the group or ABA coaching sessions.
- Invoices will be sent via email through MeasurePM (mdev@measurepm.com) or you will receive it through our secure file sharing portal (SFTP Server) titled "SQL Server".
- For other services such as Occupational Therapy, Psychology, and Speech and Language Pathology you will receive your invoice via our "SQL Server" at the time of payment.

How do I send an e-transfer?

- Send an e-transfer to autism.etransfer@kinark.on.ca
- Include your child's first and last name in the message
- Kinark Child & Family Services has auto-deposit and will not require a password. Please ensure you are entering the email account correctly.

How do I pay in person?

- In-person payments are only accepted at Autism Services head office location at 7271 Warden Avenue, Markham ON L3R 5X5 and our Durham Office location at 419 King St W, Suite 3550A, Oshawa ON L1J 2K5
- Please arrange cash in-person payments ahead of time by email at: autismadmin@kinark.on.ca or by phone at: 1-800-283-3377

Who may contact me about payments?

- You may be contacted by phone or email regarding payments by one of our Administrative or Finance Administrative Assistants.

Who do I contact regarding payments, invoices, and receipts?

- You can contact the Kinark team about your account via email at: autismadmin@kinark.on.ca or phone at: 1-800-283-3377

How do I get a copy of my invoices?

- Please search your email inbox for copies of your invoice from MeasurePM (mdev@measurepm.com) or by our secure file sharing portal (SFTP Server) titled "SQL Server"
- If you are having difficulty with your emails, please contact the Kinark team via email at: autismadmin@kinark.on.ca or by phone at: 1-800-283-3377

Submitting Invoices to AccessOAP for Reconciliation

We have included images below that outline many of the important fields that you will need to include in your reconciliation with AccessOAP.

When asked to select 'Treatment Dates' and a date range is given, please enter the first date of service listed in that range (identified below as 'Service Dates').

The image shows a sample invoice from Kinark Autism Services. It includes the organization's name, address, and contact information. The invoice details include the invoice number, date, location, and service provider's name and registration number. A table lists the service dates, descriptions, recipients, quantities, rates, and amounts. The invoice is marked as 'Paid In Full'.

Kinark autism Services

KINARK
CHILDREN AND YOUTH

Kinark Child and Family Services
Autism Services
7271 Warden Ave
Markham, ON L3R 5X5
Canada

INVOICE

Invoice #: KINARK000000
Date: May 14, 2025
Location: MARKHAM 2
Cadence Ip, MSc. SLP Reg. CASLPO #7465

RE: C00001
Client Name: First Name Last Name

Date	Service Description	Service Recipient	Quantity	Rate	Amount
2025-05-14	SLP - Treatment	First Name Last Name	1 Hour	230.00	230.00
Total					230.00

Paid In Full

Annotations:

- Name of the Organization: Kinark Child and Family Services
- Location of service: MARKHAM 2
- Child/Youth's Full Name: First Name Last Name
- Service provider's name and registration number: Cadence Ip, MSc. SLP Reg. CASLPO #7465
- Date of Service: 2025-05-14
- Description of Service: SLP - Treatment
- Individual who received service: First Name Last Name
- Invoice is paid: Paid In Full

Kinark Autism Services

7271 Warden Avenue
Markham ON
L3R 5X5

TOLL FREE: 1-800-283-3377
FAX: autisminfo@kinark.on.ca
WEBSITE: kinarkautismservices.ca



Kinark Child and Family Services
7271 Warden Ave
Markham ON L3R5X5
1-800-283-3377
Tax Id: 11898 1125 RT0001

INVOICE

Invoice #: KNK00000

Date: 05/14/2025

Status : Paid in Full

Invoice is paid

RE: CLIENT ID# 000001

Client Name: Last Name, First Name

Date range of service provided

Service Provider's name and registration number

SERVICE DATE	DESCRIPTION	CLINICAL SUPERVISOR	HOURS	RATE	AMOUNT
04.08.2025-04.30.2025	Markham - Centre-Based ABA	Mudassira Hassanali CPC#4002264	10.00	\$160.00	\$1600.00

Hourly Rate

Total Cost

Payment due on receipt. Kinark accepts the majority of payment methods for services. Preferred methods include: credit card and debit payments.

BETTER OUTCOMES. TOGETHER.



Note: Where client has a credit balance account, these balances will be applied as payment against the above invoices.

Kinark Autism Services

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Markham ON
L3R 5X5

TOLL FREE: 1-800-283-3377

FAX: autisminfo@kinark.on.ca

WEBSITE: kinarkautismservices.ca