

Welcome to England Physical Therapy

It is our goal to provide you with the highest quality of care in the most effective and compassionate manner possible. Your understanding of the office procedures will enhance our efforts on your behalf. To assist you, we have prepared the following material as an introduction.

General Office Policies

Regarding Referrals to Physical Therapy

Most insurances require a physician referral for reimbursement of physical therapy services. Please bring your physician referral to your first appointment. In order to prevent an interruption in your care, we ask your cooperation in maintaining a current physical therapy referral from your physician. It is your responsibility to obtain current physician referrals as needed during the course of your treatment. Medicare requires an updated Plan of Care (POC) every 30 days. The physical therapist will send a written POC to your physician for certification.

Your Appointment is Important to Us

For your convenience, our hours are 7:30 a.m. to 6:00 p.m. To aid us in accommodating your scheduling needs, it is helpful to schedule your appointments a week in advance. It is your responsibility to make and keep your appointments. In fairness to our other patients, we reserve the right to reschedule your appointment if you are more than 15 minutes late.

We realize that sometimes you may need to cancel or reschedule an appointment. Since we reserve an individual time for you on the schedule, we ask that you cancel any of your scheduled appointments at least 24 business hours in advance. Failure to do so will result in a late cancellation fee (\$50.00) or "No Show" fee (\$100.00). Your insurance company will not pay for a late cancellation or "No Show" fee; it will be payable by you upon your next visit.

Our Financial Policy

In the spirit of cooperation, we are always happy to discuss fully and openly our fees and payment policy. We appreciate your choosing England Physical Therapy and will work with you in making arrangements that are mutually satisfactory. Please note the following regarding our financial policy:

Charges

- If you do not have health insurance, or if England Physical Therapy is not contracted with your insurance plan, you will be required to pay at the time of service.
- It is your responsibility to provide us with complete, accurate and up-to-date information in order for us to successfully bill your insurance company.
- It is your responsibility to take care of applicable deductibles, co-payments, co-insurances and outstanding balances at the time of service.
- If your plan requires prior authorization from your primary care physician, authorization must be obtained prior to your visit to England Physical Therapy.
- Interest will be added to your account 30 days after the first bill goes out (1.5% per month).
- We stock some supplies for your convenience. Supplies issued are payable at the time they are vendored to you (excluding Worker's Comp). We will provide you with a receipt so you may submit for reimbursement from your insurance carrier.

Insurance

- We will need to copy your insurance card(s), a photo ID and have you complete a form including consent for treatment and assignment of benefits for billing purposes.
- As credentialed providers for Medicare, we bill Medicare and any applicable secondary insurance.

Your insurance policy is a contract between your insurance company and you. As a courtesy, we bill your insurance company. If for any reason your health insurance plan does not pay for service rendered, you are responsible for all charges.

I have read and understand the above policies.

Patient Signature

Date