

## OFFICE AND FINANCIAL POLICY

### WELCOME TO OUR OFFICE

Our mission is to assure our clients the very best in Physical Therapy care. Each client will be treated as an individual with their overall wellness and satisfaction as first priorities in everything we do. Thank you for choosing our practice.

Our financial policy is designed to help us treat all clients equally and fairly. We've learned from experience that clear communication avoids any potential problems later in our relationship.

**Co-payment is due at the time services are rendered.** We accept cash, personal checks and credit card. If you are paying privately and are unable to pay in full, please speak with us and we will set up a payment plan.

### INSURANCE COVERAGE

**I have supplied Mt. Stuart P.T. with my correct and current insurance coverage.** For those clients with insurance coverage, we are more than happy to process the insurance billing for you. Please remember that insurance policies are a contract between yourself and your insurance company. **In the event your insurance company denies payment you will be responsible for the balance due.**

### MISSED APPOINTMENTS

We ask for 24 hour notice of a cancellation, as we often have people on a waiting list to be seen. On the 4<sup>th</sup> and subsequent cancellations you will be charged a \$40.00 fee.

**NO SHOWS - You will be allowed ONE no show appointment i.e. missing your appointment without prior notification. Following that, you will be charged \$40.00 for a no show appointment. Your insurance company will not pay this. After a total of 3 no shows, we will no longer schedule you.** This policy is in effect as a courtesy to our other clients and Mt. Stuart Physical Therapy.

I acknowledge that I have read, understood and will abide by the above.

Client signature \_\_\_\_\_ Date \_\_\_\_\_

Office Signature \_\_\_\_\_ Date \_\_\_\_\_

To our valued customers,

Due to the new health insurance climate, we have adopted the following payment policy effective: **November 1<sup>st</sup>, 2018**

We have three options available to you.

**Option 1:** In order to avoid accruing large balances for our customers or for us we are asking customers with an insurance policy with a deductible of \$1000 or higher to make a \$125.00 payment at each visit. This may be done with cash, check, credit or debit card. We will bill your insurance policy in order for your visit to be applied to your deductible. You may receive a statement for any balance due above the \$125.00. Once your deductible is met we will bill your insurance policy and wait for payment.

**Option 2:** Customers that have insurance we do not contract with or who choose not to bill their insurance and pay privately at each visit, the costs are: An initial evaluation visit is \$150.00. Subsequent visits are \$120.00.

**Option 3:** If payment at the time of service is a hardship customer may choose to set-up an automatic payment plan with a **minimum** \$50.00 per month payment with a \$10.00 per month processing fee. Total amount to be deducted each month is payment plus \$10.00. We can auto deduct from a credit card, debit card or checking account.

“To get you well and keep you well “  
Mt. Stuart Physical Therapy