

McDONALD PHYSICAL THERAPY

Aggressive, Innovative Treatment

CLINIC POLICIES

Our policy regarding payment is that all patients pay for physical therapy at the time service is rendered (*excluding workman's compensation claimants and VA veterans*). You may pay with cash, check, debit, and all major credit cards.

INSURANCE – As a courtesy, we file your insurance claims for you. Unfortunately, there are occasions when the insurance company will deny the claims. It is for this reason we need you to always contact your insurance company to be aware of your benefits. It has been our experience that insurance companies will respond more promptly to you, the insured, than to us, the provider. Thank you in advance for your assistance. *PATIENTS SHOULD NOT FILE THEIR OWN INSURANCE CLAIMS.*

LEGAL CASES – We cannot treat patients on a contingency basis; therefore, if legal cases are pending settlement, we ask that each visit be paid at the time of service. We do not communicate with attorneys or accept any letters of protection. If claims remain unpaid after 60 days, you will be responsible for payment of any outstanding balance.

RETURNED CHECKS - Checks returned by the bank for insufficient funds will be subject to a \$25.00 service fee.

NEW PATIENT INITIAL EXAMINATION- If you miss or cancel your first appointment (evaluation) without a 24-hour notice twice within a 12-month period, you will be unable to schedule another appointment.

APPOINTMENTS AND CANCELLATIONS – We will call, text, or email you to remind you the day before every appointment. If you do not want to receive reminders, please notify our front desk. A 24-hour notice is required to cancel your appointment. After hours, or on the weekend, a message may be left on our answering machine. We reserve the right to reschedule a patient who is 15 or more minutes late for an appointment.

Please stay in communication with your therapy team regarding your upcoming schedule. If two or more appointments are missed at any time during treatment, any future appointments may be taken off the schedule. The patient will then be required to schedule their appointment each day they can attend therapy, provided an opening is available. In addition, your doctor, insurance company and/or workplace may be notified.

CHILDREN & PETS – If children are with you during treatment, they must remain seated in the treatment area or lobby. For liability reasons and other patient care safety, they are not allowed in the gym or on any equipment. You are responsible for your children waiting in the lobby, please make sure they remain undisturbed. Animals are not allowed in our clinic unless they are registered service animals. The proper documentation will be requested.

COVID-19 – We take extra precautions to keep the health and safety of our staff and patients a priority. Even with our precautions, understand the possible risk associated with entering our clinic. Masks are optional for all staff and patients. If you do experience symptoms or have been exposed, please plan on wearing a mask in our clinic. Masks are provided at our front desk upon request. Anyone who has tested positive for Covid-19 is expected to follow the current CDC quarantine guidelines.

The undersigned accepts all responsibility for treatment costs not covered by third party payers (*this does not apply to worker's compensation claimants*).

TELEPHONE CONSUMER PROTECTION ACT (TCPA) I acknowledge under the TCPA that by providing my land line and/or cell phone number, that I am giving my prior express written consent that McDonald Physical Therapy and its affiliates and business partners, have the authorization to call via auto-dialer, pre-recorded voice messages, SMS messages and live calls for communication that would be associated with my account in this practice.

EMAIL CONSENT I acknowledge that by providing my email address, that I am giving my express written consent that McDonald Physical Therapy and its affiliates, have authorization to contact me by email address that I have provided for any non-urgent communications that would be associated with my account. Any communications related to patient health information will be encrypted.

Thank you for giving us the opportunity to serve you! Please feel free to ask us any questions concerning our services, policies, and fees.

McDonald Physical Therapy & Sports Rehab Center

Financial Policy

McDonald Physical Therapy & Sports Rehab Center verifies, and files claims with insurance companies as a courtesy. Our actions do not relieve you of financial responsibility if your insurance company does not make timely payments. You are the most vital part of the reimbursement process. In the event reimbursement issues arise, we ask you to keep the lines of communications open.

NON-INSURED PATIENTS

- Payment is expected at the time of service. Affordable payment plans are available.

INSURANCE BILLING

- Co-payments and deductibles are collected at the time of service. As a courtesy to our scheduled patients, we do contact your insurance for a quote of benefit coverage and review this with you at your initial visits. Do keep in mind that this quote provided is not a guarantee of coverage.
- Claims not paid by insurance within 45 days may become your responsibility.
- Insurance claims are filed daily.
- Medicare patients must have a new prescription every 30 days. This may require Medicare patients to see their doctor to continue physical therapy.
- Claims are filed with primary and secondary insurance carriers. We do not file with third carriers.
- When we have exhausted options in billing your insurance, we will ask you to pay the balance due and seek reimbursement from your insurance carrier(s).

PATIENT BILLING

- Any services not covered by insurance will be billed to you.
- Statements are sent monthly to keep you informed regarding outstanding balances.
- Accounts not paid within 120 days may be turned over for collection.
- Patients who have not paid their bills may be dismissed from this practice.

OTHER IMPORTANT INFORMATION

- If your insurance company contacts you requesting information, it is essential that you respond promptly. Delay may affect claim payment.
- Please be aware of limitations on visits or dollar maximums that are imposed by your insurance plan.
- If your insurance information changes, please contact our office immediately.
- We do not become involved with third party liability cases or attorneys. We do not accept any letters of protection.

WE APPRECIATE YOUR COOPERATION. THANK YOU!