

## General Billing Policy

## HENNIKER PHYSICAL THERAPY

In an effort to help you better understand our billing process we ask that you kindly read the following policy:

- Our standard method of billing is to submit claims directly to your primary and secondary insurance carriers on your behalf. When you first arrive we ask that you provide copies of your insurance information. We will verify that information with your Insurance Company, to determine if any Referral, Prior Authorization, or Cost Sharing requirements apply.
- Copays, Coinsurance, and Deductibles are due at time of service. We accept cash and checks only.
- Our policy is to hold Final Billing of the patient until both the primary and secondary insurance carriers have paid their portions. The normal turn around time is 1 to 2 months per insurance carrier. If you have both primary and secondary insurance you can expect your first bill roughly 4 months after the date of treatment.
- Charges are broken down by National Standardized Procedure Codes based on a combination of Time, Procedure Performed, Application Applied, Documentation Required, Patient Consultation, Supplies, and Equipment. There is no easy way to estimate the exact cost of a treatment as it is ultimately based on the unique needs of every patient.
- Your first visit normally encompasses an Initial Evaluation and First Treatment. The evaluation is required by the State of New Hampshire and by most all insurance companies and the first treatment is essential to a speedy recovery. For this reason charges for your first visit will be higher than subsequent treatments. We are also required to perform periodic supplemental evaluations used as a tool for monitoring progress and gauging program adjustment.
- Procedures performed are recorded by the attending therapist and validated by the office manager on a daily basis. We encourage you to ask questions of your therapist and actively participate in the development of your program and generally do not charge for the time associated with your involvement.
- If your insurance carrier is a managed care type or has Provider Network requirements the amounts they cover may be subject to 'In' or 'Out of Network' rates. Please ask if you question whether this applies to your situation.
- We reserve the right to apply a 1% per month (12% yearly) finance charge on balances 90 days overdue from the time of Patient Billing. If you feel you may have difficulty making payments please let us know Now so we can review payment options.

Physical Therapy has proven to be effective method of recovery for most musculoskeletal problems. We urge you to understand your insurance coverage and personal obligations.

If you have any questions about your insurance options or billing issues at any time,

Please Do Not Hesitate to Ask.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

