

FINANCIAL POLICY

The following information outlines financial responsibilities related to payment for professional services provided by Mount Vernon Physical Therapy (MVPT). If you have any questions or concerns, please do not hesitate to ask a member of our staff for clarification. We believe a clear understanding of our Financial Policy is essential to our professional relationship. Additionally, your commitment to your account is just as significant as your participation with your health care.

FINANCIAL RESPONSIBILITY

Mount Vernon Physical Therapy requires a copy of any insurance information and photo identification prior to treatment. You, the patient or guardian, are ultimately responsible for all charges associated with your care regardless of insurance coverage. If you have insurance, please remember that your insurance policy is a contract between you and your insurance company and that you have final responsibility for payment of your bill. For your convenience, our office accepts cash, check, Visa, MasterCard, Discover and American Express.

SELF PAY

If you do not have health insurance, payment is expected at the time of service, unless other arrangements have been made prior to treatment. A payment is required at the time of your visit for all self-pay patients. This payment will be applied to your initial visit. In the event your balance exceeds the initial payment you will be balance billed at the time of service. However, if your balance is less than the initial payment, the balance will be refunded to you.

PAYMENT IS DUE AT TIME OF SERVICE

- All co-pays, deductibles and non-covered services are due at the time of services, unless you have made payment arrangements with our billing office prior to your appointment.
- Insurance required co-pays are due when you check in for your appointment. If you arrive without your co-pay, you may be asked to reschedule.
- If your co-pay is based upon a percentage, and you do not have a secondary policy, please be prepared to pay your percentage.
- Patient responsible balances are due when you check in for your appointment.

PROOF OF INSURANCE

- Please bring your insurance card with you to each appointment.
- Mount Vernon Physical Therapy does not participate with any Medicaid insurance plan.
- It is your responsibility to inform the reception staff when the cause of treatment may be the responsibility of a third party—auto insurance, liability insurance company, workers' compensation—instead of your regular health insurance carrier.
- We will bill benefit assigned claims to your health insurance carrier for all services provided by our office. Should your insurance company reimburse you directly, we expect payment from you in full within ten (10) days of the receipt of payment
- It is your responsibility to notify the practice of changes in your health insurance.
- It is our obligation under many insurance contracts to report patients who repeatedly refuse to pay co-payments and/or deductibles at time of service.

Mount Vernon Physical Therapy Financial Policy

REFERRAL POLICY

The patient has the responsibility to obtain a referral from the primary care physician to visit a specialist, such as our physical therapy office. All referrals are expected to be presented prior to being seen. We will do our best to assist you through the referral process. If we are contractually obligated to obtain a referral, we will abide by the terms of your insurance. Please obtain the referral prior to your visit to avoid the possibility of being rescheduled. Most HMOs and Tricare Prime require referrals prior to treatment.

NON-PARTICIPATING INSURANCES

If you have insurance in which Mount Vernon Physical Therapy does not participate or you are seeking treatment outside your network, payment is due at the time of service. Our billing department will assist you in filing a claim with your insurance company for services rendered as a courtesy.

WORKERS' COMPENSATION

In the event that your treatment may be due to a workers' compensation injury, we will need authorization from your compensation carrier before your appointment. No payment will be due from you unless your claim has already been denied.

MOTOR VEHICLE

Mount Vernon Physical Therapy is able to accept payment from auto insurance. MVPT will require, prior to start of care, auto insurance provider, claim # and adjuster's name and contact number. MVPT is not able to acquire information regarding your personal injury protection (PIP) dollar amount limits, nor the amount spent towards this limit. It is your responsibility to update this information weekly and provide that to MVPT. After you have reached your maximum PIP benefit, you are responsible for the remaining balance.

LITIGATION

Active liability action against someone else is not a reason to delay payment to us. Litigations may go on for several years. We will bill your health insurance if you have coverage; be sure you have signed an agreement with your health insurance so they will pay (subrogation). If your health insurance does not cover your physical therapy claims due to ongoing litigation, it is your responsibility to pay. If you do not have health insurance coverage, we will expect payment from you for all charges incurred.

PAST DUE AND COLLECTION ACCOUNTS

If your account is past due or has been turned over to a collection agency, you will be subject to the full amount outstanding plus any applicable collection agency fees. Collection agency fees can range from 20-30% more than your original balance. Our billing department is more than willing to work out payment arrangements to prevent your account from being forwarded to a collection agency.

RETURNED CHECK FEES

All returned checks will be subject to a \$25.00 NSF fee.

CANCELS/NO SHOWS

We require **24 hour notice** for cancellations. Appointments that are cancelled with less than 24 hour notice, or no-show appointments, are subject to a **\$50 charge**, which is not reimbursable by insurance companies. Also, if a patient late cancels or no-shows more than three times, we reserve the right to discharge from physical therapy.

Late arrival for appointments: If a patient is more than 15 minutes late for an appointment, we reserve the right to reschedule. Late arrivals are subject to the cancel/no show **fee of \$50** for the session.