



## **PHYSICAL THERAPY PAYMENT AND APPOINTMENT POLICY**

**Atlantic Physical Therapy, P.C. (APT)** provides rehabilitation services to speed your recovery from musculoskeletal (muscle, bone, and joint) injuries. APT would like you to understand your payment and appointment policies so that there will be no surprises regarding these aspects of your care.

### **What APT does for You:**

1. APT files your insurance claims. Please remember that we file insurance as a courtesy to our patients. We will wait 60 (sixty) days to receive payment from your insurance carrier before we look to you to resolve the physical therapy charges incurred. You should direct any questions or complaints regarding your coverage to your insurance carrier.
2. APT provides the insurance company with any additional documents necessary to process your claim(s).

### **What you do for APT:**

1. Please contact your insurance company for clarification of coverage pertaining to physical therapy services. Check to see if they have a separate deductible for physical therapy services, the percentage of coverage they offer for physical therapy, limitations/restrictions on the coverage for physical therapy, and verify if you will need pre-authorization for physical therapy. Many companies restrict their allowances on physical therapy charges, and we do not wish for you to be surprised by any balance not covered by your carrier.
2. Provide accurate insurance information so that your claim(s) can be filed properly, and update this information if there are any changes. If APT is not informed of this change, you will be responsible for the charges that may incur.
3. Pay that portion of your charges(s) which your insurance company does not cover (your deductible, unless you have already fulfilled this, and your "co-payment"—the patient's responsibility according to their individual insurance policy. Payment is expected at the time that services are rendered unless other arrangements have been made.
4. If you do not have your insurance card on the date of your first visit, you will be responsible for the charges that may occur until your insurance card has been provided and verified.

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An **ACTIVE** Approach For A **FASTER** Recovery<sup>®</sup>

Please remember that your appointments should be made on a weekly basis for physical therapy.  
**THERE ARE NO STANDING APPOINTMENTS.**

If you are unable to arrive at your scheduled time, please phone us to check on the availability of a later appointment. If you arrive more than 10 (ten) minutes late, it may be necessary to reschedule your appointment. If you arrive more than 10 (ten) minutes early, you may be asked to wait until your scheduled appointment time.

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I have read the above policies and agree to fulfill my financial and appointment responsibilities as explained in this letter.

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Signature

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Date