



## PATIENT INFORMATION and FINANCIAL POLICY

ITR Physical Therapy is not a preferred provider for any insurance company. Instead, we provide physical therapy on a “fee at time of service” basis. By removing ourselves from a preferred provider/contracted status with the insurance companies, we do not have to limit the time or quality of treatment we provide because of insurance company restrictions or elevate our rates to pay for billing services. Additionally, we have the flexibility to assist patients in financial need.

***Secondary to Medicare rules, as a non participating medicare provider, we do not have a medicare number you can use to submit to medicare for reimbursement. I sincerely apologize for any inconvenience this may cause you.***

**Prior to your first scheduled appointment, call your insurance company to completely understand your physical therapy benefits.** Enclosed please find an insurance company worksheet to help you ask the insurance company the right questions about your physical therapy benefits. At the time of service and payment, you will receive a written statement which you can submit to your insurance company for their consideration of reimbursement to you. We will be happy to provide chart notes or other documentation at your—or your insurance company’s—request. The amount of reimbursement you receive will vary according to the terms of your insurance policy. Some companies may reimburse you at 80%, some at 60%, some at 40%, and some may not reimburse you at all. We cannot make guarantees or estimates regarding what reimbursement your plan allows.

**We accept cash or check at the time of service.** Our fees are based on time spent with you and the treatments performed during your appointment. The fee ranges are as follows:

\$180 for initial evaluations

\$165 for an hour long treatment session

\$ 90 for cancellations with less than 48 hours notice for an initial evaluation, and

\$ 82.50 for cancellations with less than 48 hours notice for an hour long treatment session

\$ 180 for no show appointments.

\$ 41.25 late fee (up to 15 minutes)

If you have any questions, please feel free to contact me. We are looking forward to working with you.

Jennifer L. Chu, MS, PT, WCS Owner of ITR

Signature \_\_\_\_\_

Date \_\_\_\_\_