

## **Welcome to Allen Therapies, Inc.**

Our goal in physical therapy is to give you, the patient, the best possible care including rehabilitation and education. We have found that this is best achieved by a team effort between you, your therapist, your physician, your insurance company, and our support staff. Listed below are some things you should know to minimize any billing concerns and maximize your treatment potential.

### **CHARGES:**

Our average physical therapy treatment lasts approximately 60 minutes and the average cost per treatment is approximately \$100.00. This can vary greatly depending on your diagnosis and the different procedures your doctor has ordered.

### **BILLING:**

We file insurance claims as a courtesy to our patients. Claims are filed directly with your insurance company on a weekly basis. Any balance due will be charged to you within 45 days if unpaid by your insurance company. Any deductible, and/or co-pays are due at the time of treatment.

### **INSURANCE:**

All insurance companies vary regarding their reimbursement policies and coverage for physical therapy. You need to know the specifics about your insurance coverage. Our services are referred to as **Outpatient Physical Therapy**. We encourage you to call your insurance company directly and inquire about your coverage. (There is usually an 800 number on the back of your insurance card.)

Important questions to ask might be:

1. Is Pre-Certification required? (Do I need to call my insurance company for approval before receiving any treatments?)
2. What are the limits for Outpatient physical therapy services? (Am I restricted to a certain number of visits or specific dollar amount per year or per diagnosis?)
3. Are durable medical goods covered under your plan? (If I require braces, splints, TENS units, or other medical supplies, will they be covered by my insurance company?)

It is your responsibility to know this type of information. Our office staff is always willing to assist you if you have questions regarding your insurance.

**SCHEDULING:**

Patients are seen between 7:30 a.m. and 6:00 p.m. Monday through Friday. Be sure to check with your therapist during each treatment session to verify that your next appointment has been made.

**CLOTHING:**

We recommend loose, comfortable clothing. Keep in mind the specific area of your body that is being treated. (For your comfort and everyone's self-esteem, please no tank tops or sleeveless shirts.) For your safety, we require that you wear closed-toed shoes, such as tennis or walking shoes. (No sandals or barefeet, please.)

**SIGN-IN:**

Each time you arrive for a scheduled appointment, please sign your name on the sign-in sheet at the reception counter. Please take a seat in the lobby and your therapist will be notified of your arrival. We ask that you remain in this waiting area until you can be escorted into the treatment area by one of our staff. Please follow this procedure for each and every visit during your therapy. It is our goal to begin your treatment on time.

**LATE ARRIVALS/CANCELLATIONS:**

You will be given a specific appointment time. We ask that you call in advance if you are unable to keep your appointment or will be arriving late. You can be rescheduled depending on your Therapist's availability. If you are experiencing discomfort or pain because of your injury, do not cancel your appointment. Keep your appointment and discuss this with your therapist; they may be able to adjust the therapy for that day to help you.

**HOME EXERCISE PROGRAM:**

To help you achieve your therapy goals, your therapist may give you exercises or instructions about what you can do at home. It is important that you follow them to maximize your recovery.

**RETURN APPOINTMENTS WITH YOUR PHYSICIAN:**

In keeping with our team approach, please let your therapist know when you have an appointment with your referring physician. Your therapist may want to send a letter, or call to let him/her know the details of your progress.

**CHILDREN:**

Child care is not available at our facility. Children who accompany patients to physical therapy must remain seated, in a designated area, away from all equipment while the patient receives treatment.

**CONCERNS:**

If you have a complaint or concern about our service or our staff, please contact our Operating Manager, Brad Allen, at 936-870-3475.

Thank you for your cooperation. We have a commitment to excellence in all that we do to meet the health care needs of our community. Please let us know if we can better serve you.