

NORFOLK PHYSICAL THERAPY CENTER

Dear Patient:

Welcome to Norfolk Physical Therapy Center! Thank you for choosing our practice for your physical/aquatic therapy needs. We would like to review our policy for filing your insurance for services rendered by our clinical staff. Norfolk Physical Therapy Center participates with Medicare, Blue Cross, Workers Comp and several commercial insurances. Prior to your first visit, we contact your insurance company to verify your benefits. We will advise you of an estimate of the amount due by you at time of service.

While your insurance coverage is a contract between you and the insurance carrier, we will be happy to file a claim for your visit(s). Our practice will require you to assign all insurance company payments directly to our office to avoid any misunderstanding regarding payment for professional services. If you request your insurance company to pay you directly, we will require full payment when services are rendered. You will be responsible for any portion of your bill that is denied or not paid by your insurance carrier.

According to state law, your insurance carrier must remit payment or deny your insurance claim within 60 days. Should a problem arise with receiving payment from your insurance company, you will be notified by our billing office staff.

All patients will be required to establish a written financial arrangement for payment when services are rendered. All co-pays, deductibles and co-insurances are due at the time of service.

Our practice firmly believes that a good Physical Therapist/Patient relationship is based upon understanding and clear communication. Our staff will make every effort available to clarify any questions you have concerning your balance. If you have any questions concerning our policy for filing your insurance or need assistance, please contact our billing department.

**Sincerely,
Steve Schall, P.T.**

Patient signature

Date

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