



# CAROLINA PELVIC HEALTH CENTER, INC.

## **PATIENT and FINANCIAL INFORMATION**

Thank you for scheduling an appointment for physical therapy. Our mission is to provide comprehensive and compassionate patient-centered care, deliver the highest quality customer service and to enrich the lives of our patients and community through education about the role of pelvic physical therapy in health and wellness.

We have elected to no longer be a preferred provider for insurance companies. 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.

**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. Carolina Pelvic Health Center, Inc. will submit claims on behalf of our patients for direct reimbursement from their insurance company. 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 credit/debit card or check at the time of service. Our fees are based on the services provided. The following fees are applied for cancellations and no show appointments and cancelled/stopped checks:

**\$ 145.00 for cancellations with less than 24 hours’ notice and no show fee**

**\$ 25.00 for cancelled/stopped check fee**

**If arriving late to your appointment you will be charged a full fee as we reserve 60 minute treatment times for you to maximize your therapy progress.**

If you have any questions, please feel free to contact us. We look forward to working with you.

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