



## Attendance and Financial Policy

### **1. Attendance and Cancellation Policy:**

In order to full achieve your goals, consistent and regular appointments are key to your program. We do understand that things come up in life and you need to cancel. We ask that if you need to cancel, please give us 24-hour notice. Failure to do so may result in a \$25 cancellation fee. If there are consistent attendance issues, PRO Physical Therapy does reserve the right to cancel future appointments. Please be on time. If you show up greater than 10 minutes late we may need to re-schedule your appointment.

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### **2. Payment Responsibility:**

I acknowledge that I a financially responsible for my treatment and bill at PRO Physical Therapy. It is my responsibility to provide PRO Physical Therapy with my current insurance information. I also acknowledge that PRO Physical Therapy will assist in obtaining my benefit information but ultimately it is my responsibility to know my benefits. I also acknowledge that I am responsible for updating PRO Physical Therapy if my policy or insurance changes and I am responsible for any uncovered services if I fail to inform. I understand that PRO Physical Therapy will submit claims to my insurance carrier and I am responsible for any allowed patient responsibility after insurance payment and contractual adjustments. I am aware that not all services provided may be covered by my insurance, and any uncovered charges will be my responsibility. I acknowledge that I am required to pay my co-payment at the time of service. If my co-payment is not available at the time of service I agree pay at the next follow up visit or by phone within 3 business days.

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### **3. Prompt Pay and membership discount:**

At Pro Physical Therapy if you would rather not use your insurance or we don't take your insurance you can self pay or pay for one of our membership packages. In order to do prompt pay and offer a discount we have to have payment at the time of service. If you would like to have a credit card on file, we can certainly do that as well. Please let us know if you have any questions regarding this service.

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