

## **Action Physical Therapy Important Company Policies**

We strive to provide you the best-personalized care available. To make this possible we adhere to a set of very important policies. Please read them carefully, initial all the underlines.

\_\_\_\_\_ **Late Policy “10-minutes”**. Being late by more than 10 minutes will require you to either reschedule or wait for the next available opening. There are no guarantees since openings due to cancellations are unpredictable. We do not allow appointment overlap because this undeservedly compromises the care of another patient.

\_\_\_\_\_ **24-Hour Advance Notice Fee**. If you wish to change or cancel an appointment we require a minimum **24-hour advance notice**. Anything less will result in a **\$15 fee** charged to your account. It costs us money to make appointments available to you. Whether you attend or not we still accrue the expenses (for staff wages, rent, etc.). We don't charge you the actual cost for that appointment but rather a mere **\$15 fee**. We do NOT make money with this charge; it's only to act as a deterrent from making last minute changes. Advance notice allows someone else (who needs it) time to reserve it in place of you. Please be courteous and responsible. Thank you.

\_\_\_\_\_ **No-shows are bad**. If you fail to show for an appointment without notice, all future appointments will be removed and a \$15 fee assessed to your account. You may re-schedule appointments again on a “first come, first serve basis”.

\_\_\_\_\_ **Cell phones must be shut OFF or silent**. We realize emergencies may arise and therefore allow you to carry your cell phone during your session, however, please be courteous and set to silent mode or turn off. Thank you.

\_\_\_\_\_ **Children requiring supervision are NOT allowed to attend sessions with you**. You may not bring children who require supervision with you to your appointment. If your child does not require supervision and is capable of waiting for you quietly then you may bring them. If any disturbance is caused to other patients or staff members you may be asked to terminate your session early and attend to your child.

\_\_\_\_\_ **Financial Hardship**. If you are experiencing financial difficulties and are unable to afford the cost of our services we have a “Financial Hardship Form” which may be filled-out. If you qualify for financial assistance according to the Federal guidelines, we may legally assist you by waiving or discounting your (patient responsibility) portions of the bill. Ask the front desk person for assistance.

\_\_\_\_\_ **Important Notice from the Federal Government:** “It is unlawful to routinely avoid paying your copay, deductible or coinsurance payments . . . even if your doctor allows it. Unless you complete a “Financial Hardship” form and qualify for financial assistance under Federal Standards, you may NOT routinely evade paying your responsibility portions for medical care as outlined in your insurance plan even if your doctor allows it. You both may be charged for breaking the law. This includes services deemed as “professional courtesy” and “TWIP’s - Take what insurance pays”. Failure to comply places you in violation of the following laws: Federal False Claims Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, and State Insurance Fraud Laws. Failure to comply may result in civil money penalties (CMP) in accordance with the new provision section 1128 A(a)(5) of the Health Insurance Portability and Accountability Act of 1996 [section 231(h) of HIPAA]. Exceptional cases do apply. Please see contact info for more information. Office of Inspector General, Department of Health and Human Services. Contact by phone: 202 619-1343, by fax: 202 260-8512, by email: paffairs@oig.hhs.gov, by mail: Office of Inspector General, Office of Public Affairs, Department of Health and Human Services, Room 5541 Cohen Building, 333 Independence Avenue, S.W., Washington, D.C. 20201, Joel Schaer, Office of Counsel to the Inspector General, 202 619-0089.”

\_\_\_\_\_ **Home care (for Medicare patients only)**. I understand that **Medicare does not pay for outpatient Physical Therapy if it occurs at the same time as a Home Care episode**. I understand that I will be personally responsible for payment in full of all charges for physical therapy services if Medicare does not cover it.

***We look forward to building a relationship with you that will last a lifetime!***