

Physical Therapy/Occupational Therapy

Please be aware of the following information regarding your insurance and our policies regarding outpatient therapy as you begin your treatment.

Insurance:

- Be sure to contact your insurance company if you are not sure of your coverage. We verify your insurance coverage when you start treatment, however, your insurance always has the disclaimer they do not guarantee coverage or payment over the phone. **Please know your insurance coverage. It is your responsibility to know your therapy insurance benefits.**
- A billing account for your therapy services will be opened the day of your first visit and will remain active for 30 days. The Kettering Health Network Billing Department will then bill your insurance and a new billing account will be opened if you continue treatments. Any deductibles, co-payments and non-covered charges will be billed to you after the insurance company has paid their portion of the bill. If you have questions regarding your bill please contact the Kettering Health Network Billing Department at (937) 384-8788.
- Medicare, Medicaid, private insurances, and other organizations such as Worker's Compensation may not pay for the complete cost of therapy. Therapy coverage may be for only a portion of the charges or for a limited number of treatments.
- If you have Medicare questions please call the Medicare Information Line at 1-800-633-4227.

Attendance:

- It is necessary that you call our department at (937) 401-6515 if you are unable to keep an appointment or if you find that you will be more than 15 minutes late. If you do not call and are more than 15 minutes late, it will be at the discretion of your therapist whether you will receive treatment or whether you will need to reschedule. This policy is in order to be fair to patients who are able to arrive on time for appointments.
- Missing a treatment without notification can cause forfeiture of future appointments. Due to our heavy patient load, frequent cancellations will be cause for discharge from therapy. A new prescription from your physician may be required to schedule future therapy.

Thank you for selecting Grandview Outpatient Therapy for your therapy services.

I acknowledge that I have read, understand and agree to all of the above.

(Signature of Patient or Authorized Representative)

(Date)

Important numbers:
Kettering Health Network Billing: (937) 384-8788
Medicare information: (800) 633-4227
Southview Therapy at Yankee: (937) 401-6515

