

Yorba Linda Physical Therapy

Policies and Procedures

Insurance Verification and Billing

The support staff of Yorba Linda Physical Therapy will bill your insurance company once you have provided us with a completed intake sheet and a copy of your insurance card. Verification of eligibility and benefits for physical therapy is provided as a courtesy to you. However, you are ultimately responsible for prompt and full payment for all services provided. Office co-payments and/ or contributions toward annual deductibles are due at time of service.

Cash Accounts

Payment is due at the time of service.

Patient Attendance Contract

Here at Yorba Linda Physical Therapy, our patients are number one. We value your time and take pride in the fact that we try to schedule appointments that are most convenient for our patients. Yorba Linda Physical Therapy takes steps to ensure that you are treated quickly and efficiently when you arrive for your appointment.

In return, we ask the same consideration for our time and schedules. In order to keep everyone's schedule running smoothly, it is extremely important that you arrive on time for your appointment. Being late may result in your appointment being rescheduled due to lack of time for a productive treatment.

Therefore, we request that you provide twenty-four hour notice for cancellations. Cancellations with less than twenty-four hour notice and "No-Shows" may be subject to a \$25.00 cancellation fee, due at the next visit. Please be aware that medical insurance companies will not cover any cancellation fees. Thus, ultimate payment is the responsibility of the patient.

Additionally, account billing and collections are done using PRN, an off-site company, to ensure expedited payment to Yorba Linda Physical Therapy for service rendered.

I have read the above policies and procedures and understand my responsibilities.

Patient Signature _____ **Date** _____