



7548 Preston Road, Suite 145 Frisco, TX 75034
Phone: 972-712-9693 Fax: 972-712-9625

Dear Patient:

Our office is delighted to have the opportunity to serve you! In order to begin our relationship, there are a few clinic policies we must address before we can begin your road to recovery.

Scheduling:

- Due our tight schedules and yours, we must ask you be on time to your appointment. If you are 10 minutes late or you know that you will be 10 minutes late, we must ask that you reschedule your appointment. Please understand there are patients following your session. Our therapists want to spend quality time with you during your treatment session and with patients following you as well.
- Our schedules do fill up fast, if you require a particular time; we suggest you schedule your follow-up appointments **no later than Wednesday** for the following week.
- **If you must cancel your scheduled appointment we ask you notify our office as soon as possible so we may offer your appointment slot to another patient. Habitual cancellations will result in you only being allowed to schedule One (1) appointment at a time.**

Financial:

Frisco Physical Therapy contracts with various insurance plans. As a courtesy, we will be glad to file your claims on your behalf. However, there is a possibility your insurance plan could require a portion due by you. Please understand:

- You must pay any co-payment, co-insurance, or deductible at the time of service, unless other arrangements have been previously made with our business office. **We accept Cash, Checks, Visa, Master Card and Discover.**
- The remainder of your bill will be sent to your insurance carrier for direct payment to our office.
- Sometimes your insurance carrier will refuse payment of a claim due to the following reasons:
 1. This injury/body part is a pre-existing illness, at which no coverage is available
 2. You have not met your full calendar/benefit year deductible
 3. Certain medical service is not covered (ex: Iontophoresis, Supplies)
 4. Coverage was not in effect at the time of service
 5. You have other insurance coverage that should be filed first
 6. You have exceeded your maximum dollar/visit limit.
 7. Injury was related to an automobile accident.
 8. Employer has not paid premiums therefore no coverage available

If your insurance carrier denies any claims filed by our office for any of the listed above reasons or any other reason, and claims not paid by your carrier within 90 days of treatment, our office cannot be responsible for your claims. It is the responsibility of the patient to pay the denied amount in full.

***REMEMBER, THE CONTRACT WITH YOUR INSURANCE CARRIER IS BETWEEN YOU AND THAT INSURANCE CARRIER! It is ultimately the responsibility of the patient to know his/her policy prior to starting therapy.**

Our primary mission is to provide you with quality, cost effective medical care. Together we are trying to adapt to the changing way that healthcare is financed and delivered. Again, we value you as a patient and our first priority is to provide you and your family with the best possible care. With this housekeeping chore complete, we are eager to serve you!

Sincerely,
Frisco Physical Therapy

I have fully read and understand the policies of Frisco Physical Therapy. I understand I will be held financially responsible if my insurance carrier fails to pay its obligation.

Signature of Patient/Guardian

Date