

Financial Policy

FIT Physical Therapy has financial policies in place to streamline our billing process and provide clarification for our staff and patients.

Insurance Verification

Patients are encouraged to verify their own outpatient physical therapy benefits prior to their first clinic visit. At each patient's first visit, insurance benefits will be verified by our office staff. Notes will be made in the patient's electronic file outlining outpatient physical therapy benefits along with any specific limitations to the patient's insurance policy.

Co-pays and Co-insurance

Co-pays and co-insurance amounts are determined by each patient's payer and are not negotiable. These amounts are ultimately the patient's financial responsibility. At the time of each visit, FIT Physical Therapy will only collect a patient's co-pay. Once the patient's claim has been paid by the payer for each visit, any co-insurance will become the responsibility of the patient. FIT Physical Therapy does not generally collect the co-insurance in advance or at time of service, however will assist the patient in any way possible to try and determine this amount should the patient have concern.

Billing Cycle

Payers have timely-filing deadlines that are variable dependent on payer policy. FIT Physical Therapy takes full responsibility for abiding by each payer's timely-filing deadlines. Patient financial responsibilities for physical therapy services are billed monthly; during the first business week of the month. Balances on accounts are expected to be paid within 30 days of billing. Should a patient require special attention to claim submission (i.e. in order to meet Flex spending deadlines, tax purposes, etc.), please let your therapist and a member of the administrative staff know. Should a patient or responsible party be unable to pay the balance in full, then payment arrangements should be made with FIT Physical Therapy's billing staff. If after 90 days balances haven't been paid or arrangements haven't been made for payments, the patient or responsible party could be sent to a collection agency of FIT Physical Therapy's choice.

Payment Options

FIT Physical Therapy will accept cash, check, credit card (Visa, MasterCard, or Discover), or money order. Should a patient not be able to pay a balance due in full, FIT Physical Therapy will set-up a payment plan with the patient or responsible party. Payment plans are negotiable and will be based on individual circumstances. A written promise of payment with both the patient's and management's signatures is all that is required. Should a patient miss more than three payments agreed upon in the payment plan, the patient or responsible party could be sent to a collection agency of FIT Physical Therapy's choice.

Returned Checks

The patient will be financially responsible for personal bank charges and all bank charges incurred by FIT Physical Therapy. The original payment amount will still be due. Should this situation occur, an alternate form of payment will be required for all future business unless the owner approves future payment in the form of checks.

Third-Party Payers

Third-party payer arrangements are accepted as long as all of FIT Physical Therapy's requirements are met. First, the patient and attorney must sign a lien agreement that allows FIT Physical Therapy to be paid from any awarded funds prior to the remaining funds being distributed to the patient. Should no attorney be involved, the patient must authorize the third-party payer to pay FIT Physical Therapy directly for all services rendered. Third-party payers will be billed in full for all physical therapy services rendered. As with all cases, the patient is ultimately the financially responsible party should payment not be received.

Fee Schedules

FIT Physical Therapy's fee schedule will be reviewed and revised by management on an as needed basis but no less than annually. Establishment of the fee schedule is a complex and ongoing process that takes into account a multitude of factors of which cost per visit and reimbursement history are the most vital.

Self-Pay Plans

FIT Physical Therapy offers a self-pay plan for all individuals who are un-insured or who have an insurance plan with which FIT Physical Therapy does not participate as an in-network provider. Self-pay rates are a per visit rate and set by management based on the lowest negotiated payer contract. The initial visit/physical therapy evaluation is set at a higher rate because of the complexity of this visit. Each subsequent visit is the same pre-determined rate. The current self-pay fee schedule is available upon request from FIT Physical Therapy staff. Self-pay patients are expected to pay in full at the time services are rendered.

Cancellations/Missed Appointments

Failure to keep your scheduled appointment at FIT Physical Therapy hinders our ability to provide the best care to our patients. We ask that you give us at least 12 hour notice prior to your appointment if you are unable to attend. Please call 919-237-3802 with your notification. At FIT Physical Therapy, failure to give 12 hour notice will result in a "**No-Show Appointment Fee**" of \$25.00. This fee cannot be billed to your insurance company and will be fully your direct responsibility.