



## POLICIES

### 1. INSURANCE/COPAYS/CO-INSURANCE

**It is the patient's responsibility as an insurance subscriber to know what your particular insurance policy will cover.**

Any charges not approved or allowed by your insurance company will be the responsibility of the patient. Co-pays are due at the time of service; co-insurance will be billed after the insurance has processed the claim. Insurance companies often change their rates and coverage. Know your present coverage. A finance charge of 1.5% per month will be charged on unpaid balances.

### 2. CANCELLATION/NO-SHOW POLICY

In the event that you need to cancel an appointment, kindly provide 24 hours notice. There is also a \$25.00 fee for a "no-show". Please be advised that we cannot bill your insurance company for this fee. It will be your responsibility. Our answering machine is available for any calls during off hours. **If you have three consecutive "no-show" or cancelled appointments, your name will be removed from our schedule, you will be discharged and/or your doctor will be informed of your non-compliance with physical therapy treatment(s).**

### 3. MOTOR VEHICLE ACCIDENT

Per state law, we are obligated to bill your auto insurance directly. Once PIP coverage has been exhausted, bills will be submitted to your private health insurance. It will be necessary for you to provide us with complete automobile and health insurance information and the name, address and telephone number of your attorney if there is one involved. If you do not have an attorney now, but retain one later we must be given that information. Any cases where there are not funds available for motor vehicle insurance (ex. 8K PIP Exhaust or Independent Medical Exam cutoff) will be patient responsibility. It is not SCPT policy to wait until cases settle. Please be aware that without completed personal injury protection (PIP) papers, your motor vehicle insurance cannot pay any medical bills and we cannot bill your private health insurance before your PIP is exhausted. Therefore, if you have not filled your PIP papers within one week of your first visit, we will suspend treatment until such time as your PIP papers are received by your vehicle insurance. **Also, if you fail to file PIP papers, you will be financially responsible for all treatment rendered.**

Please circle yes or no to the following question:

**Were you the driver? YES or NO**

*In the state of Massachusetts motor vehicle insurance will not pay for medical claims due to driving while intoxicated.*

4. **RETURNED CHECK FEE:** There will be a \$20.00 fee for all returned checks.

5. **IF YOU HAVE MEDICARE AND ARE CURRENTLY RECEIVING ANY HOME HEALTH CARE SERVICES YOU WILL NOT BE COVERED BY YOUR INSURANCE IF TREATED AS AN OUTPATIENT.**

### 6. COMPLAINT PROCESS

If you are dissatisfied with any aspect of your physical therapy treatment at South County Physical Therapy, please contact the office manager or the clinical director at 508-854-4140 Worcester, 508-832-2628 Auburn, or 508-366-7899 Westborough. If you have any questions regarding the billing portion, please contact the Billing Department at 508-832-2628.

I have read and understand all of the above policies.

Signature \_\_\_\_\_ Date \_\_\_\_\_

[www.southcountyppt.com](http://www.southcountyppt.com)

Lake View Court | 102 Shore Drive, Suite 102 | Worcester, MA 01605 | Phone: 508-854-4140 | Fax: 508-854-4143

Drury Square Professional Building | 319A Southbridge Street | Auburn, MA 01501 | Phone: 508-832-2628 | Fax: 508-832-4099

Westborough Medical Center Suite 4 | 154 East Main Street | Westborough, MA 01581 | Phone: 508-366-7899 | Fax: 508-366-9819