



PATIENT PAYMENT POLICY

Thank you for choosing PT360 as your physical therapy provider. Please review the following policy and sign below that you agree to the following terms:

1. As a courtesy, PT360 will verify your benefits with your insurance company. This is not a guarantee of benefits or payment. Understanding your insurance benefits is the patient's responsibility. Please be aware that your insurance is a contract between you and your insurance company, PT360 is not party to that contract. We highly recommend that you contact your insurance company with any questions regarding your physical therapy and/or athletic training coverage.
2. It is the policy of PT360 that payment is due at the time of service.
 - Copays, cancel/no show fees, self-pay fees, therapy items, and payments for elective treatments are automatically due at time of appointment.
 - Payments for deductibles, coinsurances and/or non-covered services that your insurance deems patient responsibility are due as your claims process. We will notify you upon check in/check out of your financial responsibility and collect payment accordingly.
 - After your last scheduled appointment, you will be billed for any unpaid remaining balances. We expect payment upon receipt of a statement unless other arrangements have been made.
3. In order to expedite your check in/check out at the front desk and to limit the number of face to face transactions during COVID-19, **we ask that you authorize PT360 to keep a credit card on file for your financial responsibilities.** The software we use is encrypted and your personal information will be kept secure. If you need to make other payment arrangements, please inform the front desk and contact the PT360 billing department within 24 hours of your first appointment.
4. We participate with most insurance plans, including Medicare and Medicaid. If you are covered by health insurance, we will submit your insurance claims for you. In order to do so, you will need to provide the front office staff with your current insurance ID card(s) or information at the time of your first visit. We do our best to resolve claim issues with your insurance company but ultimately, you are accountable for any unpaid balances by your plan. If your insurance company does not pay your claim within 60 days, the claim will be billed to you.
5. If your insurance changes during your course of treatment, please notify us prior to your appointment so we can make the appropriate adjustments.

I have read and understand the payment policy and agree to abide by its guidelines:

Signature of patient or responsible party

Date