



Financial Policy

We thank you for choosing Elgin Physical Therapy to be your physical therapy provider. To assure quality care and communication, we believe it is essential for you to understand our company's financial policy. If you have questions or concerns regarding fees and policies, please communicate with our Patient Care Coordinators in the front office or you may call 512-285-4406.

It is the policy of Elgin Physical Therapy Clinic (EPTC) to collect copayments, co-insurance and deductibles at the time services are rendered. If you do not have insurance, proof of insurance or a plan that honors assignment of insurance benefits, payment of services will be due at the time of service.

We know that physical therapy is an important part of your health and healing journey and we make every effort to work with you on payment options. If you are unable to pay at the time of your visit, please see the Patient Care Coordinators for a financial agreement. We will help you set up a plan that will accommodate your needs.

We accept cash, credit cards, money orders and in state checks. A \$35.00 service fee will be charged for all returned checks.

Insurance:

As a courtesy to you, we make every effort to verify your benefits and obtain preauthorization if your insurance policy so requires. Verification and/or preauthorization of services does not guarantee payment from your insurance carrier. **Knowing your insurance carrier's benefits is your responsibility and we encourage you to communicate with them on any open claims. It is the patient's responsibility to provide all necessary insurance eligibility, identification, authorization and referral information and to notify our office if any information changes. Failure to do so may necessitate patient responsibility for payment of all charges.**

Missed Appointments:

Beginning Sept 1, 2021, we will require a 24-hour notice of cancellation. If you fail to keep your appointments without notifying us in advance, **a missed appointment fee of \$25 will apply.** Three missed appointments without cancellation may cause you to be discharged from care.

Timeliness of Appointments:

Please arrive on time for your appointments. If you are more than 15 minutes late, we may have to reschedule your appointment. We try to see all clients in a timely manner, but if you are not seen 10 minutes after your scheduled appointment time, please let the office coordinators know.