

Welcome! Thank you for choosing Back to Action Physical Therapy for your physical therapy needs.

### **WHAT TO EXPECT**

Your first visit will consist of an examination by a licensed Physical Therapist. Your therapist will determine your individualized treatment plan, designed to improve your movement, physical function and restore your quality of life. Your treatment may include the use of Manual Therapy, Therapeutic Exercise and/or Modalities.

- a. Our therapists use their hands during Manual Therapy to correct mechanical problems in joints, muscle tissues, or connective tissues, which are the root of most patients' pain.
- b. The majority of treatment programs will include Therapeutic Exercise. These exercises are designed to increase strength, range of motion and promote proper body mechanics. Many patients are also given exercises to perform at home. *This is an essential part of your treatment!*
- c. Modalities are devices designed to reduce pain, inflammation, increase relaxation and improve circulation.
- d. You will be given re-examinations periodically to determine progress, inform your physician of your progress and to make appropriate changes to your treatment plan.

In order for your rehabilitation to be successful, we need your active participation!

## **INSURANCE**

Your insurance coverage is a contract between you and your insurance company. We will do all we can to assist you in receiving coverage for services provided, therefore it is important that you provide us with current, accurate information so that we may process your claims in a timely manner.

- ❖ Some insurance policies require a referral from your primary care physician or pre-authorization. It is your responsibility to make sure we have your physical therapy referral or authorization in place **PRIOR** to your first date of treatment, otherwise you may be held responsible for the total charges.
- ❖ Your co-pay payment is due at the time you check in for treatment. Your co-pay will be past due, subject to interest and a monthly \$5.00 billing charge, if not paid before monthly statements are mailed. We accept cash, checks and credit cards (Visa and Mastercard). There is a \$25.00 charge for returned checks. Checks will no longer be accepted from a patient who has a returned check.
- ❖ If you need a payment plan for reasons of financial hardship, please inform us as soon as possible – we will work with you so that you may receive the treatment you need.
- ❖ If you have questions regarding billing, please contact our Billing Manager, Kelly Wood, at (802) 496-5340.

We are a participating provider with Blue Cross Blue Shield of Vermont, CBA, Medicare, Cigna, VMC, Great West Life, MVP and EBPA. We also accept insurance companies affiliated with the Beech Street Network, First Health Network and Coventry Health National Network. These should include most Aetna and United HealthCare plans. Please check your card for one of those logos and **ALWAYS** call your plan to check.

At this time we are unable to accept Green Mountain Care plans, such as VHAP or Dr. Dynasaur.

If your insurance company is not listed above, we may bill your insurance company even if we do not have a participation contract with them. If you have insurance with a company which is not listed above please contact them directly to find out what your physical therapy benefit is.