

EXCEL-R-ATION

PHYSICAL THERAPY AND SPORTS TRAINING

Welcome to Excel-R-ation Physical Therapy! We are pleased that you have selected our practice on your path to recovery, and we are here to offer our very best to help you meet all your functional goals.

~~~~ PERFORMANCE IS OUR PASSION! ~~~~



We want the time you spend at Excel-R-ation to be of the utmost benefit to you. We know your schedule is busy, and we want to make the best use of our time together. It is for this reason that we ask for a bit of help. We ask that you arrive at the clinic on time for your appointment.

We will give you a printout of your appointment times, and these are your actual appointment times. We pride ourselves on running very true to our schedule, and ask for your consideration in arriving on time for your appointment. This way, we will be able to spend the full allotted time with you, working on your specific course of action, speeding you on the road to recovery.



Following this welcome letter is a set of clinical forms that we need you to complete to help us administer the best care. Please take care in completing each form to your best ability. The more detailed you are regarding your condition, the more able we are to design a successful therapy program for you.

Also included in this packet is our Financial Policy, with our No Show guidelines. Please read all forms carefully.

### **Insurance – Understanding your coverage**



We ask that you take a moment to call your insurance company so that you can familiarize yourself with your plan therapy benefits, including your copay, deductible, and number of visits allowed during your plan year.

If your insurance plan requires an office visit copay, we will collect it at each visit. Please come prepared to pay the amount that your insurance plan has established. Alternatively, if you have a high deductible, we may collect a portion of your coinsurance at each visit.

If your insurance plan requires pre-certification, we will call and obtain authorization for a specific number of visits.

If your insurance changes, please alert our front desk staff immediately.

As always, we welcome your comments and questions. Thank you for choosing Excel-R-ation Physical Therapy.