

## Frequently Asked Questions

**1. Do I need a physician's referral for physical therapy?**

In most cases, you will not need a referral from a prescribing physician, UNLESS your insurance carrier requires it. Our front office staff will be more than happy to check with your insurance carrier to see if a referral is required.

**2. How do I know if my insurance is accepted by your clinic?**

Our clinic accepts most major insurances, including Medicare, Motor Vehicle Accident claims, and Worker's Compensation claims. To see a list of those we are contracted with, please check the list provided under the "Your Visit" section of our website. If you don't see your insurance carrier listed and are unsure if we are contracted with them, you may call our front office staff who will be able to verify that information for you.

**3. Will my insurance cover my physical therapy visits?**

Every insurance company has different coverage for outpatient physical therapy, depending on your plan. You may have a co-pay for each visit or a co-insurance rate, at which you would be responsible for a certain percentage of the total cost of the contracted rate (many times, a deductible must be met first in order for the insurance company to start paying their portion of the co-insurance rate). **Co-pays are due at the time of service.**

**4. Will I have to pay for anything up front during my first visit?**

If your plan has a co-pay, it will be due at the time of service for your first visit along with each follow-up visit. If your plan has a co-insurance and you have not yet met your medical deductible, you may be required to pay a portion of the cost of your visits until your deductible has been met.

**5. Will my insurance cover for supplies that the physical therapist recommends?**

In some cases, insurance carriers will not reimburse for supplies. However, we will be able to check to see if any supply issued is covered by your insurance.

**\*Note:** Medicare and most supplemental plans to Medicare do **NOT** reimburse for any type of supplies. There are very few circumstances in which Medicare may pay a portion of the cost of a supply.

**6. What should I bring with me to my first visit?**

For your first visit, we will need to take a copy of your insurance card and picture ID. Please also bring your physician's referral if it hasn't been faxed to us from the physician's office prior to your first appointment. If the patient is under the age of 18, a parent or legal guardian must be present, with photo ID, and must sign the appropriate consents before treatment begins.

**7. Do I need to come early for my first visit to fill out paperwork?**

Yes. Please arrive 15 minutes prior to your first appointment time to fill out new patient paperwork. If we have sent you any of the new patient paperwork prior to your appointment, you will only need to arrive 5 minutes early.

**8. Can I receive the necessary paperwork needed prior to my 1<sup>st</sup> appointment?**

Yes. You can visit the “Your Visit” section of our website to print off the Health History form to bring with you to your first appointment. We can also send you the Health History form prior to your first appointment, either through postal mail or email.

**9. How long are each of my visits?**

For your first visit, please allow a full hour. For any follow-up visits, visits can be between 45 to 60 minutes depending on the type of treatment you will be receiving.

**10. What should I wear to my appointments?**

Your attire should include comfortable, loose fitting items, along with a pair of tennis shoes. Please wear clothing that will give the physical therapist access to the area to be treated (i.e. a pair of shorts for knee treatment; t-shirt or tank top for shoulder treatment; elastic waist pant for back treatment).

**11. What should I expect when meeting with the physical therapist for the first visit?**

Your physical therapist will sit down with you and do a full evaluation, followed by treatment. Depending on your diagnosis, your physical therapist may give you exercises to do in your own time until you are seen for a follow-up visit.

**12. How many treatments am I going to need?**

We are unable to determine the number of visits you are going to need prior to being evaluated by your physical therapist. After your initial evaluation, the physical therapist will have a better idea of the severity of your diagnosis, and will recommend frequency and duration of your appointments at that time. The number of treatments will also be determined by the amount recommended on the physician’s prescription.

**13. Will I be seeing the same therapist for each visit?**

Although we strive for consistency when booking your appointments, there are situations that arise where we may need you to see another one of our physical therapists for an appointment, in which case we would advise you before scheduling. Our *Licensed Physical Therapy Assistant (LPTA)* may also co-treat with your physical therapist during your treatment.

***\*Please contact our office with any other questions that you may have.  
ph: 360.253.4020***