

## CTS PHYSICAL THERAPY

### **LATE CANCELLATION AND MISSED APPOINTMENTS**

When you schedule an appointment in our clinic, that time is reserved especially for you. When you miss an appointment without calling to cancel within a reasonable period of time, your therapist does not have the opportunity to offer that time to someone else in need of services. Missed appointments also can interfere with your progress in treatment.

It is our policy that patients are responsible for all appointments they have scheduled. Patients who choose not to keep or not to call to cancel their appointments are still responsible for these appointment times. Therefore, the following policy will apply:

- **24 HOURS NOTICE IS REQUIRED TO CANCEL EACH APPOINTMENT YOU HAVE SCHEDULED.**
- **FOR ANY LATE CANCELLATION OR MISSED APPOINTMENT, THE CHARGE WILL BE \$50.00. (This fee is not covered by insurance.)**

Attention TennCare recipients: TennCare does not allow providers to charge a missed appointment fee; however, we will strictly enforce the following policy:

#### **YOU WILL BE DISCHARGED IN CASE OF ANY OF THE FOLLOWING:**

- **2 No-Show Appointments**
- **3 Late Cancellations**
- **Not seen within 30 days**

### **PRESCRIPTIONS**

Tennessee state law requires a current prescription for physical therapy treatment. State law does not require a prescription for the initial evaluation, although some insurances do require this. Due to the state law, we must have a prescription for physical therapy from any MD, DO, PA, dentist or chiropractor of your choice no later than your second visit. **Please note: any time there is a lapse of more than 30 days between your visits, a new prescription is required.**

### **INSURANCE INFORMATION**

As a courtesy to our patients, if you will be using insurance, we will contact your insurance company to verify benefits. However, in the current healthcare/insurance environment, **we strongly recommend** that you contact your insurance company to personally stay abreast of the status of your insurance plan benefits since **ultimate responsibility for your account rests with you, the patient.** For insurance that has a visit limit, it is the patient's responsibility to keep track of the number of appointments used. If at any time you want to check your number of visits with us, please feel free to ask.

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Signature

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Date