

Important Company Policies

Campus Physical Therapy Center strives to provide the best personalized care available. To make this possible we adhere to a set of very important policies. Please read them carefully, initial all the boxes, and indicate your agreement by signing at the bottom.

Late Policy “10 Minutes”

Being late more than 10 Minutes will require you to either reschedule or wait for the next available opening. There are no guarantees since opening due to cancellations are unpredictable. We do not allow appointment overlap because this undeservedly compromises the care of another patient.

24 Hours Advance Notice Fee

If you wish to change or cancel an appointment we require a minimum 24-hour advance notice. Anything less will result in a \$10.00 fee charge to your account. It cost us money to make appointments available to you. Whether you attend or not we still accrue the expenses (staff wages, rent, etc). We don't charge you the actual cost for that appointment but rather a mere \$10.00. We do NOT make money with this charge. It's only to act as a deterrent from making last minutes changes. Advance notice allows someone else (who needs it) time to reserve it in place of you. Please be courteous and responsible. Thank you.

Copays are due upon arrival

If you happen to forget your wallet or checkbook we may still be able to see you upon completion of an “Extension Request” form. This is a promise-to-pay” form and carries a minimal fee of \$5.00 dollars that allows you to keep your appointment.

No-Shows are bad

Future appointment will be removed when you fail to show for an appointment without a 24-hour notice. A \$10.00 fee assessed to your account. You may reschedule appointments again on a “first come, first serve basis”

Cell phone must be shut OFF or silent.

We realize emergency may arise and therefore allow you to carry your cell phone during your session, however, please be courteous and set to silent mode or turn off. Thank you

Children requiring supervision and others are NOT allowed to attend sessions with you.

Because, we do not offers child care services, you may not bring children who require supervision with you to your appointments. If your child does not require supervision and is capable of waiting for you quietly then you may bring them. If any disturbance is caused to other patients, or staff members you may be asked to terminate your session early and attend your child. Due to Healthcare Privacy to you and other patients, your relatives, companions, and visitors must remain at the waiting room or the building lobby areas at all times. Exceptions are made if you need language, physical or other assistance.

Financial Hardship

If you are experiencing financial difficulties and are unable to afford the cost of our services we have a “Financial Hardship Form which may be filled out. If you qualify for financial assistance according to the Federal guidelines, we may legally assist you by waiving or discounting your (patient responsibility) portions of the bill. Ask the front desk person, for assistance.

Insurance ownership

I declare under penalty of perjury in the State of California that the insurance information is true and correct and that I am a direct beneficiary (self, spouse, child) of the policy holder, and this is not a third party (someone else) insurance.

Important Notice from the Federal Government

It is unlawful to routinely avoid paying your copay, deductible, or coinsurance payment... even if your Physical Therapy Office allows it. Unless you complete a “Financial Hardship” form and qualify for financial assistance under the Federal Standards, you may not routinely evade paying your responsibility portions for medical care as outlined in your insurance plan even if your provider allows it. You both may be charged for breaking the law. This includes services deemed as “professional courtesy” and TWIP’s =“Take what insurance pays” Failure to comply place you in violation of the following Laws: Federal False Claim Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, States Insurance Fraud Laws, Failure to complaint may result in civil money penalty (CMP) in accordance with the new provision of the Health Insurance Portability and Accountability Act of 1986. Exceptional cases do apply. Please contact info for more information. Office of Inspector General, Department of Health and Human Services by phone: 202-619-1343 or by fax: 202.260.8512 by email. paffairs@oig.hhs.gov.

Name

Signature

Date

We look forward to building a relationship with you that will last a lifetime!