

# TEXAS SPORTS REHAB

## Financial Policy

Texas Sports Rehab (TSR) has adopted this financial policy to better explain our expectations and procedures regarding fees for service, insurance claims, patient accounts, payment policies, and reimbursement for orthopedic supplies and clinical care. Management at TSR will be happy to discuss your account with you at any time. Our prime objective is to deliver quality healthcare goods and services. Every effort is made to ensure services rendered are necessary and the charges incurred are reasonable. To avoid misunderstandings now or in the future, please read the terms of this policy carefully prior to acknowledgment by your signature.

Personal Insurance claims will be filed by our staff for patients with in-network benefits. When filing insurance claims the patient or guarantor is responsible for the network co-pay if applicable at the time service is provided. The patient is responsible for all dollar amounts applied to deductible and/or considered “patient responsibility” per the insurance carrier explanation of benefits. TSR does not file out-of-network insurance for rehabilitation services. Insurance co-payments are expected at time of service. Dollar amounts applied to deductible or considered “patient responsibility” will be collected by mail. TSR is not a Medicare, Medicaid, or CHIPS provider.

Payment in Full is expected at the time services are provided for prompt pay patients and custom order durable medical equipment. We accept cash, personal checks with photo ID, Visa, and MasterCard. Prompt pay patients who intend to file their personal insurance for out-of-network benefits are provided with an itemized record and receipt for services provided. When combined with your prescription for care, receipts contain all necessary information to file your claim with your insurance carrier.

Reimbursement for Rehabilitation Services and Durable Medical Equipment provided by TSR to a prompt pay patient will be governed by the policy provisions of your insurance plan – a contractual arrangement between you and your carrier. TSR can not and will not guarantee patients will receive any such reimbursement and urge you to discuss the benefits of your plan with a representative of your insurance carrier prior to receiving care or purchasing equipment. All off-the-shelf DME is subject to a 24 hour return/exchange policy which requires receipt, original packaging, and the product be in new, unaltered, re-sale condition. Custom DME cannot be returned or exchanged for any reason. TSR is not a Medicare or Medicaid provider.

Returned Checks are subject to a \$35 administrative fee and a \$3.50 bank fee.

Patients Under Age 18 are minors and financial responsibility rests with the parent(s) or guardian(s) who represent their child at the time of service.

I have read, understand, and agree to the terms of this policy.

Printed Name of Patient or Guarantor: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_