

Joy of Healing Massage Therapy

Policies & Procedures

Insurance Policies & Procedures:

It is your responsibility to be aware of your insurance coverage and benefit information. We do not verify benefits or guarantee coverage. Your insurance may or may not cover the services provided. To obtain the most accurate information, please check with your insurance carrier to discuss the benefits provided by your medical plan prior to your visit. To verify benefits and obtain any information regarding your insurance plan and coverage please call the customer service number on the back of your insurance card. If there is a copay for massage services, it is due at the time of service.

If we do not have your insurance information, we cannot bill your insurance and you will be required to pay for the visit at the time of service. If after the visit we receive your insurance information, we will refund the amount you previously paid when payment is received from your insurance.

If you wish us to bill your insurance company and you do not have your prescription for massage services, you will be required to pay for the visit at the time of service. Your insurance company will not pay for the session without a prescription. If you do obtain a prescription and it is backdated, we will be happy to refund your payment after your insurance company has paid for the visit.

It is your responsibility to be aware of your benefit maximums. If your therapy charges exceed the annual maximum established by your insurance carrier, the balance not paid by your insurance carrier becomes your responsibility.

Outstanding Balances:

Balances not covered by insurance are due within 10 days of the initial billing unless other arrangements have been made with our credit department. You are responsible for the payment of your balance in a timely fashion regardless of discrepancies and/or disputes with your insurance carrier.

The parent or guardian who registers a minor is ultimately responsible for the payment of the charges incurred at this facility regardless of circumstance.

Unless payment arrangements have been made, delinquent accounts (60 days past initial billing date) will be referred to an independent collection agency or small claims court, in which case you will assume the full responsibility for collection costs, including any attorney and/or court fees.

If you have not provided your insurance company with an incident report or any information required for your claim to be paid, or you have any delinquent accounts, including outstanding copays, balances unpaid by your insurance company or an unpaid no show/late fee, treatment will be suspended until the necessary information is received or unpaid balances are paid.

Cancellation & Late Arrival Policies:

It is the policy of Joy of Healing Massage Therapy to require a 24-hour notice on all cancellations. If a patient fails to cancel 24 hours prior to the appointment, the patient is responsible for a \$50.00 "no show" fee. After three (3) consecutive "no show" appointments, the massage therapist reserves the right to refuse service.

If you arrive 15 minutes late or later for a massage appointment, your appointment may need to be rescheduled due to insufficient time for treatment. Or, the session may be shortened to no less than a 30-minute massage session; however, you will be charged for the session time you were originally scheduled for. If your appointment is rescheduled, you will be charged a \$50.00 "late fee".

The undersigned agrees that in consideration of services to be rendered to the patient, he/she assumes responsibility for this account under the terms and conditions as listed above.

I have read and understand the above policies and procedures and have received a copy of this document.

Patient's Printed Name: _____

Patient/Guardian Signature: _____ Date: _____