



Trinity Health

Probility Physical Therapy

## NOTICE OF BILLING DEPARTMENT POLICIES

Dear Patient:

At Trinity Health Probility Physical Therapy, we take pride in our personalized and comprehensive treatment practices. On average, sessions last between 60-90 minutes and include one-on-one time with your therapist. Most treatments will consist of hands-on techniques called manual therapy, exercise for strengthening and stretching (known as therapeutic exercise), remote therapeutic monitoring, as well as certain modalities such as electrical stimulation, ultrasound or traction.

Throughout your treatment, we make every effort to provide clear and open communication regarding your care and the bills you will receive. The charges you will see on your Explanation of Benefits may vary at times and is largely dependent upon the amount of time you spend in the clinic and the types of treatments you receive.

### EXPLANATION OF BILLING PROCESS

- Our billing department bills your visits (also known as claims) the day after you receive treatment. It can take approximately 14 to 60 days for your claims to be processed by your insurance company.
- Once your claims are processed, your insurance company will send both you and TH Probility Physical Therapy their determination. If there is a patient responsibility listed on your Explanation of Benefits, this amount will be billed to you by TH Probility Physical Therapy. Once claims are processed by your insurance company, patient responsibility balances will be updated in real time thru the MyChart portal. Billing statements are sent out monthly.
- You will have 30 days from the billing date to pay the balance in full. Failure to meet your financial responsibility may result in collection or legal action. Accounts that are more than 60 days past due may be turned over to a collection agency. Payment plans are available by calling the Trinity Health Billing department. You may also apply for financial assistance. Please visit, <https://www.trinityhealthmichigan.org/tools-and-resources/billing-and-insurance/financial-assistance> for more information and details.
- Co-pays are due at the time of service.

If you have any questions regarding the billing of your claims, please feel free to call our Trinity Health billing department Monday through Friday, at 800-494-5797.

Sincerely,

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## **NOTICE OF PATIENT INFORMATION PRACTICES**

***This notice describes how medical information about you may be used or disclosed and how you can obtain access to this information. Please review it carefully.***

### **TRINITY HEALTH PROBILITY PHYSICAL THERAPY LEGAL DUTY**

TH Probility Physical Therapy is required by law to protect the privacy of your personal health information, provide this notice about our information practices, and follow the information practices that are described herein.

### **USE AND DISCLOSURES OF HEALTH INFORMATION**

TH Probility Physical Therapy uses your personal health information primarily for treatment, obtaining payment for treatment, conducting internal administrative activities, and evaluating the quality of care that we provide. For example, we may use your personal health information to contact you to provide appointment reminders and/or questions regarding missed appointments, to utilize third-party companies who manage home exercise programs, and/or remote therapeutic monitoring, or to provide information about your account status, or information about treatment alternatives.

TH Probility Physical Therapy may also use or disclose your personal health information without prior authorization for public health purposes, for auditing purposes, for research studies and for emergencies (information will not include patient names or social security numbers). You may request, in writing, to restrict disclosure of your personal health information to a health plan if you are qualified and elect to pay out-of-pocket and in full for all costs of evaluation and treatment by TH Probility Physical Therapy. We also provide information when required by law.

In any other situation, TH Probility Physical Therapy's policy is to obtain your written authorization before disclosing your personal health information. If you provide us with a written authorization to release your information for any reason you may later revoke that authorization to stop future disclosures at any time.

TH Probility Physical Therapy may change its policy at any time. When changes are made, a new Notice of Information Practices will be posted in a common area of our office. You may also request an updated copy of our Notice of Information Practices at any time.



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## **NOTICE OF PATIENT INFORMATION PRACTICES CONTINUED**

### **PATIENTS INDIVIDUAL RIGHTS**

You have the right to review or obtain an electronic or hard copy of your personal health information at any time. You have the right to request that we correct inaccurate or incomplete information in your records. You also have the right to request a list of instances where we have disclosed your personal health information for reason other than treatment, payment or other related administrative purposes.

You may also request in writing that we do not use or disclose your personal health information for treatment, payment and administrative purposes except when specifically authorized by you, when required by law, or in emergency circumstances.

As stated previously, you may request, in writing, to restrict disclosure of your personal health information to a health plan if you are qualified and elect to pay out of pocket and in full for all costs of evaluation and treatment by TH Probility Physical Therapy. TH Probility Physical Therapy will consider all such requests on a case-by-case basis, but the company is not legally required to accept them.

### **CONCERNS AND COMPLAINTS**

If you are concerned that TH Probility Physical Therapy may have violated your privacy rights or if you disagree with any decisions we have made regarding access or disclosure of your personal health information, please contact our office at [probilityinfo@trinity-health.org](mailto:probilityinfo@trinity-health.org). You may also send a written complaint to the U.S. Department of Health and Human Services.



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## NO-SHOW CANCELLATION POLICY

Dear Patient:

At Trinity Health Probility Physical Therapy, we truly value our patients' time, just as we hope that you value ours. Whenever a patient does not appear for a scheduled appointment, everyone is affected – you do not receive the treatment that was needed and a treatment spot goes unutilized that another patient could have benefited from. To avoid this, Probility adheres to a strict attendance policy. A cancellation or no-show is documented when the following occurs:

- 1) The patient cancels or does not show up for their appointment without giving 24 hours' notice of their scheduled appointment, and;
- 2) The patient does not reschedule their appointment within the same week.

Please make every effort to provide at least 24 hours' notice if an appointment must be missed. Patients will be given the chance to reschedule one appointment (when they give less than 24 hours' notice) each week. Any more than that in a given week, will be classified as a cancellation or no-show.

In the event of three cancellations or no-shows within 30 days, the patient will be charged a fee of \$25.00. The patient will continue to be charged for each additional cancellation or no-show thereafter. If a patient demonstrates a habitual record of cancellation/no-shows, they will no longer be able to schedule appointments in advance. A habitual record of cancellation or no-show is defined as:

- Four cancellations or no-shows within 30 days, OR
- Six within 60 days, OR
- Two consecutive no-shows without communication with the clinic

A patient may, however, still call to schedule a same day appointment. In some cases, patients will be discharged if they have a record of too many cancellations or no-shows. If a patient no-shows to their evaluation, and does not communicate with the clinic within 24 hours, all remaining scheduled appointments will be removed. If a patient arrives 15 minutes late for their scheduled treatment, a re-schedule may be required.

We understand unexpected conflicts can occur and that your life is busy. We strive to work together with you to fit your schedule. Thank you for your understanding and cooperation.

Sincerely,

Trinity Health Probility Physical Therapy