

OUTBACK PHYSICAL THERAPY BILLING POLICY EFFECTIVE SEPTEMBER 11TH, 2023

At Outback Physical Therapy, we are dedicated to providing you with the highest quality care and services to support your journey to better health. To ensure smooth and efficient billing processes, we have established the following billing policy:

CREDIT CARD ON FILE REQUIREMENT

Each patient of Outback Physical Therapy must provide a credit card to be stored on file.

SECURE INFORMATION

Rest assured that your credit card information is stored securely and will only be used for billing purposes related to your treatment at Outback Physical Therapy.

AUTHORIZATION

By providing us with your credit card information, you authorize us to charge your card for any outstanding balances resulting from services rendered at our clinic. We will always provide an itemized statement of charges before processing any payments.

INSURANCE BILLING

If you have insurance coverage, we will bill your insurance company as a courtesy to you. Once your insurance company provides the Explanation of Benefits (EOB), they will indicate whether you need to apply the session charges towards your deductible or if any copayments or other fees are applicable. We will provide a bill describing these charges. You may pay this bill or contact us to discuss further. Feel free to pay online via the phone or in person with any card but if no payment is received within 7 days, your credit card on file will be charged.

NOTIFICATION

You will receive an email notification after each transaction, detailing the amount charged, the date of the charge, and the reason for the charge. You may also receive monthly statements summarizing all activity on your account.

UPDATING INFORMATION

It is your responsibility to ensure that your credit card information on file is accurate and up-to-date. If your card information changes, please notify our front desk staff promptly to avoid any billing issues.

PAYMENT PLANS

In cases where patients face financial hardship, we may be able to arrange payment plans. Please reach out to our billing department for assistance in such situations.

PRIVACY AND CONFIDENTIALITY

We take your privacy and the security of your personal and financial information seriously. Your credit card details will be protected in compliance with all applicable laws and regulations.

UPON DISCHARGE

Once your final date of service has been processed by your insurance company and your bill has been settled, your credit card will be deleted from our system in its entirety.

QUESTIONS AND CONCERNS

If you have any questions or concerns regarding our billing policy, insurance billing, or your account, please do not hesitate to contact our billing department. We are here to assist you and address any billing-related inquiries promptly.

Thank you for entrusting Outback Physical Therapy with your healthcare needs. We look forward to helping you achieve your health and wellness goals.