



Physical Therapy Billing Policy

At Gaston Rehab Associates, Inc. we want you to know that we care about you and realize that you may have to incur some financial setbacks due to unplanned injury or illness. Physical therapy sessions often have a co-payment or co-insurance associated with each session that is required by an insurance company to pay. Other people may have no insurance and are responsible for the entire amount of the treatment session.

It is our policy to file with your insurance for all treatment sessions that you are present for. Co-payments are also due at the time of services unless arranged ahead of time with our organization. After 90 days from the date of your last treatment, if your account balance is not paid in full it will become your personal responsibility and you will be held accountable. You will receive up to three statements from our billing company, *Clinicient*, and if we have not received either payment in full or established a payment plan for you, the account will be deemed out of compliance and will be sent to collections.

It is not our intent to ever send a client to collections, we actually lose money because we have to pay the collections company, but some former clients have left us no other choice. We would always rather establish a payment plan with you if you are unable to pay your account in full. If you contact our office at (704) 864-4424 we will be happy to make arrangements for you.

Thank you for your business and we appreciate the opportunity to work with you!

Gaston Rehab Associates, Inc.