

Dear Patient,

Welcome to Marsh Brook Rehab. We are a division of Strafford Health Alliance, which is a joint venture of both Frisbie Memorial Hospital in Rochester and Wentworth-Douglass Hospital in Dover. Although we work closely with Seacoast Orthopedics and Sports Medicine (SOSM), we are two completely separate companies without financial or ownership relationship. We handle all billing, documentation, and any other patient information independent of SOSM. As part of our registration procedure, we would like to inform you of our current billing policies. If you would like a list of our current therapy charges, please request one at registration.

INSURANCE INFORMATION AND BILLING POLICY

In order to properly and efficiently process your therapy claim(s), accurate insurance information is needed at your initial visit. While most insurance companies cover physical and occupational therapy charges, **IT IS YOUR RESPONSIBILITY TO VERIFY COVERAGE FOR PHYSICAL AND/OR OCCUPATIONAL THERAPY OUTPATIENT SERVICES** in a freestanding clinic. While we are a participating provider with many insurance companies, please ask our front office staff if we are in your network.

PAYMENT POLICY

- Patients with health insurance coverage (other than NH Medicaid or Worker's Compensation) will be expected to make a co-payment or percentage co-insurance payment consistent with their policy at each visit. If deductibles have not been met, patients are responsible for payments as claims are processed by your insurance, unless other arrangements are made. After final payment has been received from the insurance company, the patient will be billed for any remaining balance. **Please note that Financial Assistance is available if applicant meets income guidelines. Please ask our receptionist for more information.**
- Parents of MINORS and/or COLLEGE STUDENTS who are able to drive themselves to appointments are expected to send in payment with their child at each visit.
- All SELF-PAY patients are expected to pay weekly balance in FULL, unless other arrangements are made with us prior to treatment.

CANCELLATION POLICY

Please be sure to notify us 24 hours in advance at (603) 749-6686 if you cannot make your scheduled appointment. Failure to do so may generate a charge to your account. This will be your responsibility, because it is not covered by any type of insurance coverage. **TWO CANCELLATIONS OR NOSHOWS WITHIN A 30-DAY PERIOD WILL TERMINATE ALL FUTURE THERAPY SESSIONS**, unless otherwise approved by the treating clinician.

- Any billing questions should be directed to the Patient Accounts Coordinator.
- Any returned checks will result in a \$25 charge to your account.

Thank you for choosing us to help meet your rehabilitation needs. We are pleased to serve you and welcome your feedback at all times.