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## Important Things to Remember (Please keep for your reference)

### **Follow your specified treatment plan:**

Our goal is to aid your recovery and restore your health. Our physical therapists will prescribe a treatment plan designed to help your healing process. Help us help you get back in the game by scheduling appointments according to your plan's recommended frequency of visits and completing all paperwork given to you while you are at our office. That way, our therapists can document your case and continue to authorize your care on a timely basis.

### **Be on time because we run on time:**

You will receive an appointment confirmation via email two days prior to each appointment. It is your responsibility to remember your appointment. Please arrive on time. Patients who are late spend less hands-on time with the physical therapist. If you are late to your appointment, you risk losing your appointment time.

### **Cancel or reschedule with more than 24-hours' notice:**

Be sure to give us sufficient notice (more than 24 hours before your appointment time). If you cancel with less than 24 hours' notice or don't show up for your appointment, we **automatically** charge your card on file a Cancel/No Show fee of \$50 which is **not** covered by your insurance.

### **Ask if you have any questions about insurance:**

Before leaving the office, ask us any questions you may have regarding insurance and your financial obligations as a patient. We want to make sure that you understand every aspect of your insurance plan. That way we avoid any confusion.

### **Bring in all insurance checks and documentation for dates of service at ActiveCare Physical Therapy:**

Insurance check payments might be sent to you via mail. Please sign the checks and bring them with all accompanying paperwork to your next appointment. We get notifications from the insurance companies when patients receive these checks. This way we can keep track of which patents received checks and haven't yet turned them in to us.

### **Workers' Compensation and No-Fault Patients:**

Continually check your mail for IME (Independent Medical Examination) notices. You are required by your insurance to go to your IME to be authorized for further visits. It is your responsibility to pay for any unauthorized visits. **Workers' Compensation Patients:** Remember that it is your responsibility to get an MG-2 form from your doctor before your 28<sup>th</sup> visit. This form is required in order to continue coverage for your visits. It is your responsibility to pay for any unauthorized visits.

**Thank you for following our policy practices!**