



Ben McCormack P.T.  
Jennifer Legacy P.T.  
Valerie Pollock P.T.A., C.N.M.T.

P O Box 1346 • 31 Middle Street, Lyndonville, VT 05851 • P (802) 626 - 4224 • F (802) 626 - 5042

**Welcome to Northern Physical Therapy!** We would like to thank you for making the decision to include us in your rehabilitative journey. The following is some information many of our patients ask about during their first visit. We hope you find answers to some of your questions here but if not, you are always free to give us a call.

### **Physical Therapy: What to Expect**

After an examination on your first visit your Physical Therapist (PT) will create goals for you to meet throughout your care as well as determine the methods that will be used to meet these goals. Your PT will use physical treatments, manual therapy, therapeutic exercises, and other techniques specially catered to your needs in order to help you meet your goals. Your PT may even assign "homework – exercises for you to perform on your own at home. It is very important that you follow the PT's instructions, as compliance is the number one factor determining your rehabilitative success. During your time at Northern Physical Therapy your PT may add to, delete from, or alter your care plan to ensure your success in your treatment. Always heed the changes and continue to follow your PT's instructions. Remember, they want you to get better!

During your treatment at Northern Physical Therapy you will work with one or two additional PT's/PTA's other than the PT that performed your initial evaluation. **THIS IS OK.** All of the Physical Therapists and Physical Therapist Assistants are licensed and knowledgeable about your problems. Having more than one PT is beneficial to your care as each may have different methods of curing the same ailment. There are also scheduling benefits of having more than one PT/PTA, if one is busy during the time you need to schedule you can always book with the other. Northern Physical Therapy utilizes the teamwork approach to provide you with a higher quality treatment plan. If you find that you work well with a particular therapist you are more than welcome to request the therapist for your appointments. We ask, however, that when you do this you be more flexible with your appointment scheduling as your requested appointment times with this particular therapist may already be booked.

After your first treatment your body may be sore. **THIS IS NORMAL.** Your Physical Therapy plan may include exercises that work muscles previously not used before and this may cause slight discomfort. This does not mean you should stop Physical Therapy. Inform your PT/PTA about any discomforts you may be having before, during, or after your treatment. They may have recommendations on how to solve these issues, including altering your care plan, using ice or heat, or decreasing the exercise load.

### **Insurance: What will they pay? What do I Pay? How does it work?**

All insurance plans are different. Some plans may cover your Physical Therapy at 100% and others may require a co-payment from you. On your first visit we will obtain a copy of your insurance card. Our billing department will then call your insurance company to determine what your coverage is. By your second visit\* you will receive an Explanation of Benefits from our billing department explaining what your insurance company has told us. It will tell you what your insurance company will pay, give you an estimate of what you will have to pay, and any limitations your plan may have with regards to physical therapy. This is a **courtesy** service we provide to our patients. You are more than welcome to call your insurance company on your own to inquire about your benefits.

It is important that you know that physical therapy bills are different than what you will see for a regular doctor visit bill. Instead of seeing one charge on your Insurance Carriers EOB, it is possible to see upwards to 4 different charges. This is because we must bill for each procedure that is performed at each visit. And because you will be progressing at each visit, it is likely that we will be doing different procedures at each appointment, giving you a different charge for each visit.

Some insurances have confusing limitations, caps, and restrictions that may be difficult to understand. For these questions you may want to call your insurance company or you may call our Account Representative, Marilyn Bishop, at 802-626-4224.

For those patients who require it, Northern Physical Therapy offers payment plans, interest free. We do this as a service to our patients so that finances do not deter you from obtaining the care that you need. For more information about these plans, please contact Marilyn Bishop at 802-626-4224.

General Questions? Call Jennifer McCormack, Patient Representative 626-4224

Billing Questions? Call Marilyn Bishop, Accounts Representative 626-4224

\*Some insurance plans may take longer to obtain benefits