HORN AND ASSOCIATES IN REHABILITATION, PLLC

2412 Greatstone Point
Lexington, Kentucky 40504
Phone (859) 224-4081

4127 Todds Road
Lexington, Kentucky 40509
Fax (859) 224-4082

www.horntherapy.com

2024 OFFICE TERMS AND CONDITIONS

Client Name:_____Date of Birth:_____

Thank you for choosing us for your speech/language, occupational, physical therapy, and/or psychological needs. We are committed to providing you with quality and affordable services. Our office policies are outlined below. Please read, ask us any questions, initial, and sign in the space provided. A copy will be provided to you upon request.

FINANCIAL POLICY

We are happy to send claims to insurance but please keep in mind professional services are rendered and charged to you or the patient and not to the insurance company. If our services are out of network for your insurance, we will be glad to provide you with documentation so you can send claims to your insurance company if you choose.

All patients must complete paperwork and consent forms before seeing the provider. We must obtain a copy of your driver's license/government-issued photographic identification and current valid proof of insurance. **Our office does a courtesy benefit check before your first appointment and at the beginning of the year. A member of the front office will send the primary email address on file your benefit information and estimated out-of-pocket cost. You are responsible for knowing your benefits.** Families are responsible for keeping track of the number of visits, or when and what type of authorization/precertification is necessary. The number of visits and payment of all claims is your responsibility, although we do try to track them as well. _____**(Initials)**

Please remember that precertification and/or authorization is no guarantee of payment from your insurance company. Insurance payments are ordinarily received within 30 days from the time of filing. If your insurance company has not made payment within 45 days, we will ask that you contact your insurance company to make sure payment is expected. We are happy to help you with additional information your insurance company may need to assist in claim payment; however, our office will not enter into a dispute with your insurance company over a claim. If there is no insurance payment activity after 60 days, we will ask for your payment and, of course, reimburse you if your insurance company later pays. _____**(Initials)**

Patient responsibility payments (copays, deductibles, coinsurance, and all outstanding balances) are due at the time of service. Our office accepts cash, checks, MasterCard, Visa, and Discover. Our preference is to have a credit card on file, which will be charged at time of billing, typically within 24-48 hours of the visit. If payments have not been made for more than 2 consecutive weeks, without arrangements made with office staff, services may be put on hold until payments are settled. _____**(Initials)**

It is your responsibility to notify our office immediately of any changes in your insurance. Failure to do so may result in your claims being denied and becoming patient responsibility. _____(Initials)

Additional documentation (i.e., disability reports/questionnaires, school updates, school conferences, 504 plans, etc.) and extended phone conversations will be provided based on a time-based fee and will be the responsibility of the patient. _____**(Initials)**

ATTENDANCE POLICY

Consistency in attendance to therapy is essential to making and maintaining progress.

Attendance: Regular attendance is expected for therapy. If attendance falls below 75%, you may lose your regularly scheduled therapy time. If you miss more than 3 sessions without 24-hour notice, you may be discharged from therapy services. _____**(Initials)**

Timeliness: If you arrive late for your session, the session may be canceled. Many sessions are scheduled for 30 minutes; if you are 10 minutes late to a session, valuable time is lost, and we are often unable to accommodate. Arriving more than 10 minutes late to a session without prior notification may qualify as a no-show. _____**(Initials)**

Missed Visit Fee: We realize there may be circumstances that require you to cancel your appointment. When these situations occur, please notify the office at least 24 hours prior to your scheduled appointment. With this notice, we may be better able to reschedule your therapy time and/or accommodate others waiting for therapy. Cancelation

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without 24-hour notice will be assessed a $48.00 cancellation fee. If you cancel more than one therapy session with different therapists within the same day and without 24-hour notice, this $48.00 fee will be assessed for each session missed. We understand emergencies do arise; in these situations, notifications are still expected. Emergency situations will be taken into consideration when assessing the cancelation fee. Messages may be left after hours through our voicemail system or email. _____**(Initials)**

SICK POLICY

Please respect the health and wellness of all our clients, staff, and therapists. We expect you to be fever free and symptom free from illness for at least 24 hours to attend therapy sessions. If you have any of the following symptoms, please notify our office immediately: fever, cough, excessive fatigue, or flu-like symptoms.
_____**(Initials)**

I understand that I am responsible for any charges not paid by my insurance coverage and I accept responsibility for any collection costs, attorney fees, and any other cost incurred that may result from nonpayment. I understand and agree to the above terms and conditions. I authorize my insurance company to pay my claims directly to Horn and Associates in Rehabilitation, PLLC.

_____
Printed Name of Client or Parent/Guardian

_____ _____
Client or Parent/Guardian Signature Date