



# VOLK PHYSICAL THERAPY CLINIC INTRODUCTION

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**Welcome** to Volk Physical Therapy! We are honored to meet you and serve your physical therapy needs. At VPT, we strive to offer the highest quality care, and promise to work with you to help you achieve the best possible results. We will also make every effort to accommodate your availability in scheduling appointments, along with handling any patient responsibility portion of your bill.

**Insurance** company policies vary greatly not only between insurance companies, but also between employers, groups, and individual policies. As a courtesy to our patients, we submit charges to their insurance companies on their behalf. At your first visit, we will attempt to determine what your responsible portion will be, if any, and will advise you of the information supplied to us by your insurance company. Since insurance companies offer no guarantee of payment at the time they supply benefit information, it is possible that your insurance company's payment may differ from the information they supplied to us. We will attempt to correct any insurance company mistakes in order to take care of any discrepancy. Please note, however, that the patient or person financially responsible will ultimately be responsible for charges for services rendered by our offices.

**Attorneys** and third-party payors' billing can also be handled by our offices. Upon signing a Release of Information and an Assignment of Settlement Proceeds, we will submit charges and all necessary documentation on your behalf.

**Monthly statements** for the patient portion of charges are mailed on the 15<sup>th</sup> with a due date of the 10<sup>th</sup> of the following month. Because of the number and frequency of appointments recommended by your doctor or therapist, we realize that paying for all visits immediately may be difficult. We are happy to work out a payment plan with you. We do not charge interest or rebilling fees, but do require that you make efforts to stay in touch with us if your situation changes.

**Appointments** can be scheduled between 7:00am through 4:30pm, Monday through Friday. We do not charge for a missed appointment, but do request that you notify us 24 hours prior to the appointment, if you are unable to attend session.

*Please call us if you have questions regarding your therapy or the billing process.  
We are available to assist you from 7:00am to 5:00pm, Monday through Friday.*

**704-707-4282**