

Welcome to **PROGRESSION** Physical Therapy of Princeton



Thank you for choosing Progression PT of Princeton for your recovery! We are glad you are with us and we look forward to working with you. Please read through this *Welcome Packet* closely, and reach out to us with any questions.

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Before Your First Visit

1. Please read and adhere to our *COVID-19 Prevention, Cancellation, Referral, and Privacy* policies, attached.
2. Please wear loose-fitting clothing and sneakers; bring shorts if we are to work on your knees or ankles.
3. Please also bring:
 - a face mask
 - an ID such as a Driver's License.
 - any diagnostic tests such as X-rays, reports, etc.
 - a prescription if you are covered by Medicare
 - your calendar for appointment scheduling

Please take a few minutes to read through our in-clinic policies, attached below this email. Call us with any questions by calling **(609) 454 - 3536**, or choose to **send us a note**. Again, on behalf of our therapists, aides, and staff, welcome to Progression PT! You'll be glad you chose to heal with us.

Your partners in recovery,
Progression PT of Princeton

COVID-19 Prevention Policy

The Center for Disease Control and the State of New Jersey has issued guidelines to healthcare providers regarding the novel coronavirus. To reduce the risk of exposure to COVID and any virus in our office, we ask that you adhere to the following best practices:

You are required to alert our staff if:

- You are experiencing fever, sore throat, dry cough, body aches, lack of smell or taste, or a runny nose.
- You have been exposed to a confirmed **or** potential-positive COVID-19 case.

If any of these scenarios apply to you, your appointment will be canceled. To avoid further COVID-related cancellations, you **must bring a negative PCR test** within 5-7 days of the onset of symptoms or exposure. Rapid test results are not acceptable.

When you arrive for your appointment:

- You will bring and wear a mask at all times, **regardless of your vaccination status.**
- If you do not have a mask with you, we may need to reschedule your appointment as spare face coverings are limited.
- Please sanitize your hands using the alcohol-based solution we provide before and after your treatment session.

Cancellation and Referral Policies

Our cancellation policy: To provide quality treatment to you and to all of our patients, we kindly request that you give 24 hours' advance notice of cancellation. Cancellation without the appropriate notice will result in a **fee of \$45.00**. Illness and family emergencies are exempt from this policy. Finally, Progression PT of Princeton reserves the right to cancel or refuse appointments for any reason and at any time, including those stemming from COVID-19-related circumstances.

Our referral policy: When you refer a family member or friend, and that individual has five (5) or more sessions with us, you can receive a free 30-minute massage with one of our therapists. Otherwise, we will gladly donate \$25 to one of **our favorite charities and nonprofits.**

Appointment at a Glance

Check In

After checking in and working with the receptionist on insurance matters and patient paperwork, your appointment begins.

Initial Evaluation

A licensed PT will conduct a thorough one-on-one evaluation of your condition.

Configuring Your Recovery

Once we've achieved a physical therapy diagnosis your therapist will partner with you to develop an individualized recovery and exercise program that initiates the healing process. Outlined treatments will always take into consideration your lifestyle, your medical history, and other limitations. Our clinical care is aligned with evidence-based practice and is determined by our experienced clinical judgment.

Exercises

In order to deliver the best possible outcome for your condition, you are encouraged to be an active participant in your recovery. Your therapist will instruct and coach you through in-clinic and at-home exercise programs. While you're in our gym, your therapist will ensure that you are performing your exercises appropriately. Our attentive and encouraging clinical aides will assist in setting up your exercise equipment and making sure that all surfaces are thoroughly cleaned. You will also be educated in pain control and self-management techniques. As your healing progresses, *exercise modifications* will be provided as needed. Following your first visit, your therapist will provide detailed videos and step by step instructions for performing exercises at home.

Subsequent Visits and Scheduling

All visits after your initial evaluation include hands-on treatment by a licensed therapist. Once you're done with your session, our aides will schedule your next appointment.

Frequently Asked Questions:

What should I wear to my appointment? Comfortable clothing such as loose sweatpants and a tank or tee-shirt. Please bring shorts if you are having your knee or ankle evaluated.

How long will my appointment time be? Please allow approximately 60 minutes for most visits.

Will my insurance cover my physical therapy? Progression Physical Therapy accepts most insurance plans and participates with many insurance providers. Please make sure you check your insurance plan and be aware of your specific benefits, copays, number of physical therapy visits allowed, and deductibles.

How much will I have to pay for physical therapy? The amount paid out of pocket depends on your individual insurance plan. We will verify your insurance and explain your benefits, but before you are seen for your initial evaluation, you should always check with your insurance plan to be aware of any financial responsibility. If you do not have insurance coverage, cash rates apply.

Do I really need to do my Home Exercise Program (HEP)? The home exercises that your PT recommends for you are targeted for your individual needs and are essential to your recovery.

What if I can't make my scheduled appointments? You want to recover. We want to watch you heal. Because continuous missed appointments can hinder your healing, it is important that you attend all scheduled appointments. If you cannot keep your appointment, please call our office to reschedule. We request 24 hours advance notice. Patients who miss two or three appointments in a row may be flagged by their insurance company and may have to be discharged from our care.

When should I return/ How to schedule appointments? After your examination, your therapist will determine the appropriate frequency and duration of visits for your course of care.

What if I'm late for an appointment? Please call the office to make us aware and we will do our best to accommodate you. It is possible that you may need to see another therapist or reschedule.

Will my doctor get a letter regarding my evaluation? Yes. Your referring physician and your primary physician will receive a summary of the therapist's initial evaluation and future progress notes.

How do I provide payment for my treatment? Patients are always welcome to provide a form of payment at the time of treatment or by using our **online billing portal**.

Privacy Policy

In compliance with Federal HIPAA Regulations, Progression Physical Therapy of Princeton, LLC is committed to protecting our patients' health information and privacy. Due to the nature of our open exercise area, you will be in the presence of other individuals. It is possible that other patients will overhear information relating to your treatment. If you are concerned that Progression Physical Therapy of Princeton, LLC may have violated your privacy rights or if you disagree with any decisions we have made regarding access or disclosure of your personal health information, please get in touch with our privacy officer: Ruth Kaplan, 601 Ewing St. B9, Princeton, NJ 08540. Telephone number 609-947-4528

A Letter to all Medicare Patients

The purpose of this letter is to inform you of your Medicare Part B benefits for outpatient physical therapy in 2021.

The **allowable physical therapy benefit limit in 2021 is \$2,100.00** per calendar year Medicare pays 80% per visit, and the remaining 20% is covered by your secondary insurance; if you do not have a secondary insurance, the remaining 20% is your responsibility. This allowable physical therapy benefit limit is not per injury or condition, but per calendar year..

After your benefits have been exhausted, you may elect to pay "out of your pocket" for your physical therapy care. If you decide to stay at Progression Physical Therapy to continue treatment, check out our **Super Saver Program**. Another option would be to join our **Graduate Fitness Program** so you can continue with your exercise routine. In the Progression Physical Therapy Graduate Program, we will watch to make sure you are performing your exercises correctly, recommend increased challenges and form improvements as needed.

Thank you,
Progression PT of Princeton

Your Patient Benefits

To all Patients:

Please know your insurance benefits, so there are no surprises. Understanding your benefits is your responsibility. You are responsible for paying for any copays and deductibles. Failure on our part to collect copayments from patients can be considered insurance fraud.

Progression Physical Therapy will submit your claims for you. If your insurance company does not pay your claim within 90 days, the balance will automatically be billed to you. You will be responsible for payment in full for such billed charges.

In the event of a change in your insurance, **you are required to notify** Progression Physical Therapy in writing immediately to avoid incurring additional financial responsibility on your part. Progression Physical Therapy **will not be responsible** for re-billing insurance if inaccurate information has been provided or if you fail to provide updated coverage information.

Please understand that you may receive a bill for services rendered **after** your insurance company has made their payment; this additional payment is expected by the due date. If a balance remains unpaid, we reserve the right to send your account to a collection agency. **Contact our billing department** with any questions or changes regarding your insurance or benefits.

Regards,

Progression PT of Princeton, LLC

Telehealth via Progression PT of Princeton

Telemedicine is like a virtual house call that allows you and your therapist to discuss and treat certain physical issues. We recommend that patients who are considered high risk for COVID - 19 use this remote option. We are utilizing an online platform that is easy to use, secure, and HIPAA Compliant. Telehealth sessions have been successful for patients wanting to maintain or improve their mobility, strength, flexibility, balance, ergonomics, posture, and core strength.

Who's Covered for Telemedicine?

Medicare and several other private insurers have expanded their coverage to include telemedicine treatment options.

How Do I Get Started?

- Call us to set an appointment time.
- If you are a new patient or if your insurance has changed, we will need a copy of your insurance card. Our **fax number is (609) 423-0086** or you can email us a photo prior to your scheduled appointment.
- We will send you a doxy.me link via email on the morning of your appointment
- Log on to the **www.doxy.me** link at the time of your appointment
- Check into the "virtual waiting room" as a patient
- Your therapist will begin the appointment in minutes!