

**Upper Valley Medical Center
Center For Sports Medicine
(937) 667-2614 or 440-7152**

OUTPATIENT INFORMATION

Cancellation/Missed Treatment Guidelines:

1. Therapy may be discontinued if an appointment is not scheduled within one week of a missed appointment. Rescheduling cancelled treatments is the patient's responsibility.
2. Therapy may be discontinued after failing to show (without prior notification) for three treatments.
3. When canceling an appointment, 24-hour notice is encouraged and appreciated.

Insurance Coverage:

You are responsible for contacting your insurance company as soon as possible to verify your insurance coverage. This may decrease the chances of having your claim denied. When calling your insurance company, you should inform them that the service you will be receiving is **outpatient physical therapy provided by Upper Valley Medical Center, 3130 N. Dixie Highway, Troy, OH.** The provider bills facility charges on a UB04 billing form. You should request the following information:

1. What are my benefits for hospital-based outpatient physical therapy and/or occupational therapy?
2. Is pre-certification required prior to treatment?
3. Is a referral from my primary care physician (PCP) required? If so, you should contact PCP for referral.
4. Is therapist's evaluation/notes or any additional paperwork required?
5. What is number-of-visits limit per year?
6. Is there a limit to my benefits and/or coverage (co-pay per visit, deductible, services covered)?

If your insurance company requires additional information, please advise your therapist in writing so that he/she may submit the information to your insurance provider in a timely manner.

Patient Privacy:

Your care will include evaluation and treatment in curtained booths and an open therapeutic gym area. If you have objections to your treatment/condition being discussed with you in these areas, please let your therapist know. Our facility has two rooms that can be utilized if you prefer a more private setting.

Patient Safety:

Your safety is our priority, and if you have any questions or concerns please inform your caregiver immediately, or contact the patient representative at 440-4717. In order for you to have the safest stay possible, we encourage you to be actively involved in your own care.

If you have any questions or concerns, please feel free to talk with your therapist or the therapy supervisor at (937) 667-2614 or 440-7152.