

Manchester-Bedford Myoskeletal LLC Policies

Please read the following policies carefully.

Scheduling: We see patients by appointment. Appointments may be conveniently scheduled by the patient or physician's office using our online scheduler, accessed from our website, with our office in person or by telephone. Once scheduled, confirmation is sent to the email address provided. If a desired date and/or time is unavailable, call (603) 622-1112 and request to be waitlisted or see our website to learn how to waitlist yourself in our online scheduler.

Coordination of Care: In our experience, integrative therapies generally work very well together. In continuing our patient's plan of care, we work closely with your referring physician when necessary to coordinate your care with your primary care provider, medical specialist, or other complementary provider. This includes our obtaining records, imaging, insurance information, and reciprocating by sending chart notes, assessment findings, consultation summaries and detailed reports to them. While we are not required to fully comply with HIPAA regulations, we endeavor to maintain patient privacy as closely to these regulations as possible. This includes requiring patient's permission to exchange information with your providers as you or your physician requires.

Arrivals: Please arrive early for your appointment so your session will start on time. All visits end as scheduled. Late arrivals are charged a late-arrival fee rather than for service for that time. We do not have a waiting room. If our door is open, please come in. Otherwise, please wait until we open the door.

Cancellations/Changes: You may change or cancel your appointment via the link in our confirmation email by logging in and editing the appointment as needed. Visits may be changed or canceled up to 4 hours prior to your scheduled appointment time. Appointments cannot be changed or canceled online within 4 hours of the appointment. To cancel within 4 hours of appointment, call (603) 622-1112.

Cancellations within 4 hours of scheduled appointments and No-Shows will be charged according to the rate schedule posted on our website under Services > Rates & Disclosures and must be paid in full prior to scheduling another appointment.

Insurance: *Manchester-Bedford Myoskeletal LLC* is out-of-network with all commercial health insurance. However, we will submit claims to most commercial insurances and benefits may be paid according to your policy or employer/individual guidelines. Please check with your insurance carrier regarding how the claims submitted by us will be processed and paid. We cannot file claims with any federally governed insurance such as Medicare, Medicaid, or Medicare Advantage Part C plans, or with commercial Health Maintenance Organization (HMO) policies as they require the provider to be in-network. For more information, please visit our Insurance page

Payments: Patient (or Parent/Guarantor for minor patients) is responsible for full payment at time of service. Payment may be made in cash, by credit/debit card, Apple Pay, or Google Pay. Personal checks are not accepted. Patient/parent/guarantor may opt to leave a credit card on file with us to charge for services, copays, coinsurance, cancellation fees, and retail items as costs occur.

We also accept payments from most Health Savings (HAS) and Flexible Savings (FSA) accounts. Check with your plan (1) to ensure they will pay for our services, and; (2) to determine if they need detailed statements, therapist's notes, or physician's letter of medical indication/referral to process charges to your accounts and let us know. We will furnish any information required.

Tips/Gratuities: We consider services rendered to our patients as clinical/medical in nature and therefore do not accept gratuities. Thank you for understanding. We do appreciate feedback and social media and video reviews and personal referrals for those who feel so inclined.

Statements/Invoices: Any payment processed in our office or through our scheduling website will have the option of receiving a receipt for payment through our merchant services company, SquareUp. While this receipt is usually sufficient for most patients, some entities require detailed bills or statements containing significantly more detail. If you require one of these detailed statements, please let us know at any time.

Child Care: Child care/supervision is not available. Children accompanying adult patients must remain in the treatment room.

Minors: If patient is a minor, minor must verbally agree to treatment. If a minor does not agree to an exam or treatment, the visit will be canceled without prejudice. However, parent/guarantor will be responsible for the payment for the visit. No medical claim can be submitted for reimbursement of canceled visits. Parent/guarantor must remain in the treatment room for the initial visit. During follow-up visits, parent/guarantor may remain if desired or wait in the waiting area.

Clothing: In most cases, sports top and bottoms or shorts are appropriate. Therapist will inform patients prior to appointment whether to wear/ bring appropriate clothing for their session. Partial disrobing may be required during treatments. When removal of clothing is appropriate for treatment, patients are urged to disrobe to their comfort level. Skin lubricant is rarely used if at all during any visit.

Draping: When a patient is disrobed partially or entirely for their treatment, they will be appropriately draped. When pelvic bowl treatment is undertaken, patients will be advised to wear sports gear, shorts, or undergarment.

Questions: Should you have any questions regarding these policies, please contact us.