

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 patient portal, by using the scheduling widget on our website, with our office in person, or by telephone. Once scheduled, confirmation is sent to the email address or by SMS to the cell phone number provided each time an appointment is scheduled, rescheduled, or cancelled. A reminder is sent the day prior to the scheduled appointment time. If the desired date and/or time is unavailable, call (603) 622-1112 and request to be waitlisted.

Patient Portal: Patients will soon have access to our Patient Portal. The portal is a HIPAA-certified platform for completing clinic forms, secure appointment scheduling, viewing invoices, uploading documents, and messaging with our provider(s). Patients can personalize their portal screen, set up their preferred method of receiving communications from us, assign persons eligible to speak on their behalf or receive personal health information for them, and opt in or out of our offerings. Sending spam through the portal will result in the offender's account being locked.

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 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.

We ask patients who feel unwell for any reason (Covid, flu, common cold, environmental allergies, etc.), to please reschedule or cancel their appointment for safety of our provider(s) and other patients.

No-Shows affect everyone. Please contact us to cancel your appointment if unable to attend rather than No-Show.

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.

For VA-referrals, no-shows and late cancellations may result in our office cancelling the referral. A late cancellation is one made within 4 hours of an appointment.

Insurance: *Manchester-Bedford Myoskeletal LLC* is a participating provider with the VA's third-party payor but out-of-network provider with all commercial health insurance. However, we will submit claims to most commercial insurances and certain eligible Medicare Advantage plans. Benefits may be paid depending on and according to your policy or employer/individual guidelines. Please check with your insurance carrier or benefits administrator regarding how the claims submitted by us will be processed and paid. We cannot file claims with any federally governed insurance other than the VA, such as

Medicare, Medicaid, 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.

Veteran Referrals: Veterans **must** be referred to this clinic by a VA Office of Community Care in order for us to claim for services received. We bill VA's insurance company (Optum Healthcare) for payment. If insurance requires a copay, we collect the appropriate amount at the beginning of each visit and provide the patient a receipt. There are no other out-of-pocket costs to the patient for VA-referred treatment.

Self-Referrals & Additional Visits: Veterans can become a private patient without referral if willing to self-pay entirely. Veterans may also schedule a visit in addition to their physician's referral and pay for that specific visit out-of-pocket. There are no restrictions to number of visits or session length when self-paying as there are with VA referrals.

Any Veteran requesting treatment in addition to VA-covered benefits while on referral must complete the Self-Pay Visit Request form **in writing** at least 48 hours prior to receiving such treatment. The form is void without Manchester-Bedford Myoskeletal authorized signature agreeing to perform such service.

The VA will NOT reimburse Veterans for self-pay visits for any reason.

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 will have the option of obtaining a receipt from our merchant services company, SquareUp. While this receipt is usually sufficient for most patients, some entities require detailed bills or statements (superbills) containing complete details. If you require one of these detailed statements, please let us know at any time. They will also be available through the Patient Portal.

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 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.

Please contact us if you have any questions or require clarification regarding these policies.