



IMPORTANT BILLING INFORMATION

- **Pantops Physical Therapy & Occupational Therapy** will be billing your insurance carrier for all services performed at Pantops Physical Therapy.
- You will be receiving periodic statements from Pantops Physical Therapy & Occupational Therapy
- The billing system is designed to bill the patient every 28 days for balances due after the insurance payment is received or denied.
- Charges and payments are itemized on your statement only once, so please keep them for your records. If the current balance is not paid within 28 days, it will appear as a balance forward on your account the following month.
- Delinquent accounts are those with balances that remain unpaid after two statements. A final letter is sent with the third statement.
- If you are an injured worker and your claim is allowed, we will submit your charges to the appropriate workers' compensation carrier. If for any reason WC disallows your claim, you will be billed for the balance due.
- If you have a legal case or auto accident pending, you will need to make prior arrangements for payment with our office and complete a **Personal Injury Information** form.
- Signing a waiver indicates that you are aware that you are responsible for anything your insurance does not cover.
- Please notify us immediately of all changes or updates regarding your insurance and address.
- If you have any questions or concerns regarding your statement, please contact Kelly Cochran, our patient account representative who will be happy to assist you.
- Pantops Physical Therapy billing services may be reached at (434) 244-0069 & payments may be directed to:
Pantops Physical Therapy & Occupational Therapy
1490 Pantops Mt. Place, Suite 202
Charlottesville, VA 22911

I have read and received a copy of the Important Billing Information listed above.

Name: _____ Date: _____
Original – clinic copy Copy- patient's copy

