

OUR FINANCIAL ALLIANCE

(It is ESSENTIAL that you carefully read the following)

***To create an understanding and partnership in the settlement
of your account, No Surprises!***

It is important to us that the quality of our business services matches the quality of our medical care. We want the handling of your account, from the start through the final payments to be perceived as an extension of the care we provide you and your family.

Patient's Role

As with any partnership, both parties have a role to play. Our role is to provide you with quality service. In turn, your role is to pay for your treatment in a timely manner. Our team will work with you to determine financial arrangements that make sense for both of us. With an agreement made, our joint follow-through will result in a win for everyone.

In developing a financial arrangement, it is important to remember your future healthcare needs. Our experience has shown that when an account lingers, patients are likely to defer their appointments. It is discouraging to add new charges to an account while trying to pay off old charges. With this in mind we will concentrate our efforts on clearing your account in as short a time as is comfortable for both of us.

We ask all patients to complete our Patient Registration and Consent Form before seeing the doctor as that insures we obtain current insurance information for you. This helps us to better serve you in regard to your benefits. As a courtesy we check your insurance physical therapy benefits and we file all insurance claims for you.

Taking Care of Your Co-Pay or Co-Insurance

Please come prepared to pay your payment, co-payment, or co-insurance as required by your insurance. You can pay with your preferred method of payment at time of service, cash, check, or credit card on file. To learn more about how your insurance works for PT please read [The PT Patient's Guide to Understanding Insurance](#) which can be found on the FAQs page of our website. If you have questions about your co-pay amount please contact our office 24 hours prior to your appointment.

Taking Care of Remaining Balances After Treatment

Our practice requires that you place a credit or debit card on file to resolve any remaining balances after treatment. You will receive an Explanation of Benefits (EOB) from your insurance company showing your portion of the costs, and we will send you a detailed statement about your treatment after your insurance has paid their portion. You will then have the opportunity to [Make a Payment online](#), over the phone, or in person. If you are unable to pay the balance, call us to set up a payment plan. **If no payment or payment arrangement is made we will use the card on file for payment of those invoices.**

We offer convenient payment options through EASY PAY! (Continued on next page).

OUR FINANCIAL ALLIANCE (Continued)

What is Easy Pay?

Easy Pay is a system that allows us to schedule credit or debit card payments at times that are convenient for you, our patient, or for future dates when we are able to determine the exact amount you owe.

Easy Pay works much like a hotel check-in. When a guest checks into a hotel, the staff takes an imprint of his credit or debit card to cover the costs of his stay. When he checks out, the amount he owes is processed and a receipt is generated.

In the case of your medical bill, we take the secure “electronic imprint” of your card at the time of your visit and process the payment after we receive the corrected balance from the insurance settlement. To ensure that you will never be charged too much, we estimate the amount you will owe and set a maximum limit for any charges to your account.

We can also set up a convenient schedule to pay any existing past due balance. Just stop by the office with your credit or debit card, or call with your number and we will set up a secure payment for your balance.

Why did ReSOLVE Grand Haven Physical Therapy choose Easy Pay?

Dr. Tom Trumbull IV realizes that the trend in medical insurance is to shift more of the cost of care onto the patient. This means that our patients are incurring larger bills for their medical treatment and many are unable to plan for a large and unexpected bill. We chose Easy Pay because it gives you, the patient, the convenience of spreading your payments over time to ease the crunch of your medical costs.

Is Easy Pay secure?

Easy Pay is an authorized merchant processor for Visa/Mastercard/Discover/American Express transactions. As an authorized merchant processor, Easy Pay must and does meet all PCI Security Council (the organization that regulates credit card transaction security) requirements. In short, Easy Pay transactions meet or exceed all regulations for data security.

ReSOLVE Grand Haven Physical Therapy believes that all of our patients will greatly benefit from the use of the Easy Pay System. We offer our patients the best care available and look forward to offering the most up to date payment method available today. We will continue to look for innovative ways to meet your medical and financial needs.

Sincerely yours,



Dr. Tom Trumbull IV, PT, DPT, Cert. MDT