

## **Cancellation and No Show Policy**

All cancellations need to be made 24 hours prior to your appointment. If you do not show up for your appointment or cancel with-in 24 hours, you will be responsible to pay for 100% of the session. If you have prepaid for the therapy session or purchase a package this session will be deducted and will not be available for reschedule. Special circumstances will be considered on a case by case basis.

Cancellations may be done via email, phone call/voicemail. or text, but must be acknowledged by the therapist. Appointment reminders are helpful, but sometimes there can be a glitch in the system. **It is the patient's responsibility to know when the appointment is, to check and confirm if needed, and be available on time.**

## **Payment Policy**

Your initial evaluation is \$125 and follow up treatment sessions are \$100.

Payment, in the form of cash, square, zelle, or credit card, is due 24 hours prior to your treatment session unless discussed otherwise.

We are not contracted with any insurance companies. However, the payments you make may be reimbursable by your insurance company under your out of network physical therapy benefits; the exact percentage depends upon your plan. Due to the complex nature of insurance claims and reimbursement, I make no promises as to whether you will receive reimbursement.

We will not assist you in negotiations with insurance companies. Payment is due at the time of service.

I have read and understand the above policies:

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Thank you for your cooperation and business.

Dr. Kristina Baker  
Cornerstone PT, PLLC