



Welcome to The Training Room

The Training Room is dedicated to providing the best physical therapy experience to our clients. We will do our best to assist you in understanding your insurance benefits and your account. **However, ultimately it is your responsibility to understand your insurance plan since this is a contract between you and your insurance company.** Being knowledgeable about your insurance coverage will prevent any confusion regarding your benefits.

How can we help you?

1. We will call your insurance company and verify benefits. We will share with you what your insurance company has told us. However this information is not a guarantee of benefits.
2. We will assist you in understanding your explanation of benefits (EOB).
3. We will communicate with you about the status of your account.
4. We will give you payment options for handling your account balance.

How can you help us?

1. You provide us with your current insurance card(s).
2. If there is any discrepancy between what we have been told by your insurance company, and your understanding of your benefits, we ask that you contact your insurance company directly.
3. Please ask questions about the status of your account. Your insurance agreement may require you to pay a portion of your bill. The more you know about your coverage, the fewer surprises there are later.
4. Please read and understand your explanation of benefits. This piece of information tells you what you owe, and is the basis for what we bill you.