

Insurance Reimbursement Information

TherapyWorks LLC is an 'out of network' provider. We can assist you in submitting claims to your insurance for the PT and OT services, however it is ultimately the client's responsibility to understand their individual insurance benefits, and payment is due at the time of service.

Why are we an "Out of Network" Provider?

We provide traditional Physical Therapy and Occupational Therapy services which can be billed through insurances. If you are seeking traditional PT or OT services you will likely receive reimbursement for our services "as an out of network provider".

The reason we decided not to be in network is because we also provide significantly more involved multidisciplinary evaluations that are combined with extensive (6 to 10 page) reports and 1 to 2 hour follow-up consultations with parents and caregivers for many children with attention, behavior and sensory-motor challenges. In addition, we provide 'on-site' evaluations for children and developmentally delayed adults in school, home and vocational settings and work closely with their teams in designing sensory diets, educating staff, and developing physical activities and environments in which they can succeed.

Unfortunately, insurance companies will not reimburse for consult time, instructional time, meeting with parents, or visits longer than a certain number of minutes per procedure code. So, although some of our time is considered 'reimbursable' by insurance companies (direct PT or OT services...and only if it matches certain diagnoses codes) much of the extremely necessary portions of time involved in the assessment and treatment of the individuals we service is not reimbursable by insurances.

Participation is an 'all or nothing' proposition.

As a company, we had to make the decision to either 'participate' (we sign a contract that we will never bill the client above their set rates) in which case we would no longer be able to provide our extensive evaluations with consultations. We believe strongly in the value of the time we spend with families, caregivers and in the power of the extensive reports we provide to assist with program planning.

We have been known for these evaluations for many years and they have been known to change lives. We believe so strongly in our process that in 1998 we became 'out of network providers'. We are still able to bill for our direct service and depending on your insurance plan you may be able to obtain some reimbursement.

It was a huge decision to do this, and we feel strongly that we never want anyone to not receive services due to financial constraints. If this is an issue, please speak to our administration and we can arrange a payment plan, or if needed, financial assistance, and advocacy for your insurance plan.

In addition, we are familiar with other funding sources and can assist you in looking to other venues.

This decision is due to the value that we, and others who have been here over the past 20 years, place on the type of evaluation we do. We believe the consult time and extensive reports are in valuable for the clients we serve.