

Insurance benefits vary by plan, and it is possible that all or part of the services provided may not be covered by your insurance. We will make reasonable efforts to notify you of anticipated out-of-pocket costs based on the information available at the time of service; however, benefit verification is not a guarantee of payment by insurance.

If Walk in New York Physical Therapy does not participate with your health insurance plan, or if we accept your insurance but are considered out-of-network, the following applies:

- Your insurance may not cover all or any portion of the services you receive
- You may be responsible for higher out-of-pocket costs, including the full cost of care if services are not reimbursed
- Coverage and reimbursement are determined solely by your insurance plan

You have the right to contact your insurance company directly to determine:

- Your out-of-network benefits
- Your deductible, co-insurance, and out-of-pocket responsibilities
- Whether any portion of services may be covered

Although Walk in New York may submit claims to your insurance carrier as a courtesy, you remain financially responsible for all charges incurred, including any portion not paid or denied by your insurer.

If we do not take your insurance plan, you are considered self-pay and the amount is \$239 per visit. It is the sole responsibility of the patient receiving those services.

Cancellation policy - We value your time and are committed to providing quality care to all our patients. To ensure efficient scheduling and accommodate others in need of appointments, we kindly request that patients notify us at least 24 hours in advance if they are unable to attend a scheduled appointment.

- Please call us at 646-934-2189 or email us at therapy@winypt.health at least 24 hours before your scheduled appointment time to cancel or reschedule.
- No-Show Appointments: Missed appointments or cancelled appointments without >24 hours notification will be subject to a \$25.00 cancellation fee.
- Repeated Cancellations: Repeated late cancellations or no-shows may result in limited scheduling availability or discharge from care.

We appreciate your understanding and cooperation in helping us maintain an efficient and effective schedule.