



Common Questions & Answers

Q: What is BodyWorks?

A: BodyWorks offers clinic on-site and mobile outpatient rehabilitation services and wellness services to the geriatric population and women's health across the lifespan. In addition, it also gives patients and clients the option to be seen in "formal" clinical setting. We focus on nurturing the patient's body, mind, and spirit with one-to-one care, convenience and mobility, and state of the art therapeutic equipment.

Q: What types of patients are seen by BodyWorks?

A: Many patients are referred by physicians, home health agencies, and other health care providers for help with such problems such as general orthopaedic issues, general pediatrics, neurological conditions, impaired mobility secondary from hospitalization or traumatic injuries, chronic health problems such as MS, diabetes, fibromyalgia, arthritis, osteoporosis, balance deficient, cancer rehab, and women's health issues. Patient age ranges from 18 years of age to 104 years old!

Q: Where are services provided to BodyWorks clients?

A: Physical Therapy and Wellness/Consulting services are conducted **on-site** at the patient's home, assisted living/retirement facilities, work environments, BodyWorks clinics, recreational facilities or healthcare provider facilities. A Licensed Physical Therapist, Licensed Physical Therapy Assistant, and Certified Personal Trainer/Certified Conditioning Specialist and Licensed Massage Therapist provide all services. **Appointments are conducted between the hours of 8:30 a.m.—5:30 p.m., Monday thru Friday.**

Q: What types of therapy services does BodyWorks, Inc. offer?

A: BodyWorks Physical therapy offers the traditional PT services such as hot/cold therapeutic agents, ultrasound, electrotherapy including NMEs and TENs, and iontophoresis, portable therapeutic exercise equipment, manual/soft tissue therapies, therapeutic massage, functional mobility training, balance training, wheelchair assessment & management, prosthetic and orthotic training, incontinence training, lymphedema management, cognitive retraining, neuromuscular re-education, and consultations for DME needs', ADL retraining, and work ergonomics. Patients also receive comprehensive and individualized computerized exercise programs and educational materials.

Q: What kinds of Wellness programs are offered by BodyWorks?

A: BodyWorks Wellness services address individual and group/community needs offered through community workshops, seminars, health fairs, and classes, which are offered throughout the calendar year to help promote personal growth and wellness. Programs included are Post-Rehabilitation, Women's Wellness, Massage Therapy, Pre-natal & Post-Partum programs, Osteoporosis Programs, Breast Cancer Wellness, Group Personal Training, and Individual Personal Training. Consulting services are offered to develop Wellness programs at the client's home, work settings, and healthcare facilities.

Q: How are BodyWorks services covered?

A: BodyWorks is an enrolled provider under **Medicare Part B** covering outpatient physical therapy services. Medicare Part B pays 80% of the cost for outpatient treatment. Supplemental insurance policies typically cover the additional 20%. If there is no supplemental/secondary policy the client is then responsible for payment of the 20% co-payment. ***

(Note: Home Health is a program offered under the Medicare A program. Recipients must be "homebound" to receive Home Health services.) ** (Medicare does not cover Wellness programs.)

BodyWorks, Inc.
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www.bodyworksforlife.com



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BodyWorks Inc. is also an enrolled provider for **MedCost Preferred, Blue Cross & Blue Shield, some Medicare HMOs, United Health Care plans, Workers Compensation**, and some insurance require prior authorization within 24-48hrs of services. In addition, BodyWorks also accepts private payment and provides therapy plans that will work for the patient and receive "quality services." Payments are accepted from Visa, MasterCard, cash, debit cards, and personal check.

Q: How long does an appointment take and how early should I arrive?

A: The initial visit usually lasts at least 1 hour. If you have not printed and completed the forms before you arrived, please plan to arrive an additional 15 minutes early. Please take your pain medications 30 minutes prior to the visit, and wear loose fitted clothing and comfortable shoes. In addition to, clients need to bring their insurance cards, MD prescription (if already ordered), and appropriate payment for co-payments or coinsurances. Payments are accepted from cash, personal check, debit cards, Visa, and MasterCard.

Q: How many sessions am I entitled to?

A: This depends on your insurance and medical necessity. Please contact your insurance provider for information.

Q: How do I know if my injury requires Physical Therapy?

A: If rest and other conservative efforts have not resulted in decreased pain, and an improvement in the condition, you are likely candidate for physical therapy.

Q: Do I have to have a prescription in order to be able to get Physical Therapy?

A: In North Carolina, the North Carolina Physical Therapy Practice Laws allows a physical therapist to evaluate and treat a patient without the referral of physicians (only Medicare patients require a physician signed plan of care). Under the provisions of the Practice Act, your physical therapist shall inform your physician of the evaluation with your consent, and your physical therapist shall consult with or refer a patient to a physician within 30 days of the initial consult if no reasonable progress has been made.

Q: What does this mean to you?

A: If you have an injury or medical condition that you can feel can benefit from Physical Therapy, you can call BodyWorks directly and start receiving care. We will verify your specific insurance plan to make sure that your insurance does not require a physician referral to be seen by physical therapy.

Our practice is unique and innovative and our team of therapists and wellness staff focuses on the client/patient is an individual! We offer **"one to one"** treatments and **"on hands approach"** with therapy and wellness treatments. ***"BodyWorks is working for your body for LIFE!"***

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Attendance Policy

All patients are encouraged to arrive on time for their appointment. Your active participation is required to receive the maximum benefit from your rehabilitation program. If you find that you cannot keep your appointment, please call to reschedule as soon as possible so we may fill your appointment time with another patient. **Patients who fail to cancel appointments within 24 hours will be charged \$25.00.**

If you are a Workman's Compensation patient, we are required to notify your employer, case manager, and your physician of any missed or cancelled appointments. Compliance with your physician's rehabilitation prescription is important. Frequent cancellations or no shows by any patient will be reported to the referring physician.

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BODYWORKS INC. MISSION STATEMENT: Our main goal is to help individuals regain their functional mobility and enhance their quality of life to the fullest potential. We are dedicated in providing high quality personalized outpatient rehabilitation and wellness services to our patients in their homes and communities. We are committed in working with local organizations and businesses to provide effective education and services. The clinicians of BodyWorks, Inc. demonstrate their commitment to excellence by providing professional, knowledgeable, and ethical care in a compassionate and personal way. We promise to do our very best so that our clients can attain their very best.

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Payment Policy

Dear Patient:

Thank you for choosing BodyWorks, Inc. as your health care choice for therapy and wellness. We hope you understand that our credit and collection policies are necessary part of assuring the financial resources necessary to maintain a vital and current environment and tools to treat our patients. Please remember that payment of fees is your direct responsibility regardless of your insurance coverage. Please note, we require to have a copy of an existing Credit Card on record for any non-covered charges, deductibles, co-payments/co-insurances. Non-covered charges or co-payments, deductibles, co-insurances for medical services in the clinic or mobile services are due and payable at the time of services are rendered. You will be notified when your credit card is processed. Patients who fail to cancel appointments within 24 hours will be charged \$25.00. We accept cash, personal checks, debit cards, Visa, and MasterCard. If unusual circumstances should arise that make it impossible to meet your financial obligation, we will be happy to assist you in making arrangements for agreeable payment plans. Most insurance policies are accepted and will be filed for you.

I have read the above statements and agree to the payment responsibilities:

Name: (PRINT) _____

Signature: _____

Date: _____

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