



Azhar Therapy & Fitness

Est. 1996

Frequently Asked Questions

Welcome to Azhar Therapy & Fitness! We would like to thank you for making the decision to include us in your rehabilitative journey. The following is information many of our patients ask about during their first visit. We hope that you find answers to some of your questions here but if not, please feel free to give us a call.

Physical Therapy: What to Expect

After an examination on your first visit, your Physical Therapist (PT) will create goals for you to meet throughout your care as well as determine the methods that will be used to meet these goals. Your PT will use physical treatments, manual therapy, therapeutic exercises and other techniques specially catered to your needs in order to help you meet your goals. Your PT may even assign "homework" exercises for you to perform on your own at home. It is very important that you follow the PT's instructions as compliance is the number one factor in determining your rehabilitative success. During your time at Azhar Therapy & Fitness, your PT may add to, delete, or alter your care plan to ensure your success in your treatment. Always heed the changes and continue to follow your PT's instructions. Remember: they want you to get better.

During your treatment at Azhar Therapy & Fitness you may work with an additional PT other than the PT that performed your initial evaluation. **THIS IS OK.** All the Physical Therapists at Azhar Therapy & Fitness are licensed and knowledgeable about your problems. Having more than one PT is beneficial to your care as each may have different methods of resolving the same condition. There are also scheduling benefits of having more than one PT; if one is busy during the time you need to schedule, you can always book with the other. Azhar Therapy & Fitness utilizes the teamwork approach to provide you with a higher quality treatment plan. If you find that you work well with a particular therapist, you are more than welcome to request that therapist for your appointments. We ask, however, that when you do this, you be more flexible with your appointment scheduling as your requested appointment times with this particular therapist may already be booked.

After your first treatment your body may be sore. **THIS IS NORMAL.** Your physical therapy plan may include exercises that work muscles previously not used, and this may cause slight discomfort. This does not mean you should stop physical therapy. Inform your PT about any discomforts you may be having before, during, or after your treatment. They may make recommendations on how to solve these issues including altering your care plan, using ice or heat, or decreasing the exercise load.

Insurance: What will they pay? What do I pay? How does it work?

All insurance plans are different. Some plans may cover your physical therapy at 100% and others may require a co-payment from you. On your first visit we will obtain a copy of your insurance card. Our billing department will then call your insurance company to determine what your coverage is. By your second visit* you will receive an *Explanation of Benefits* from our billing department explaining what your insurance company has told us. It will tell you what your insurance company will pay, what you will have to pay, and any limitations your plan may have with regards to physical therapy. This is a **complimentary** service we provide to our patients. You are more than welcome to call your insurance company on your own to inquire about your benefits.

Some insurances have confusing limitations, caps, and restrictions that may be difficult to understand. For these questions you may want to call your insurance company directly or you may call our Billing & Collections Director, Carol Mahaffey at 405-752-7359.

For those patients who require it, Azhar Therapy & Fitness offers payment plans as well as interest free financing. We do this as a service to our patients so that finances do not deter you from obtaining the care that you need. For more information about these plans, please also contact Carol Mahaffey at 405-752-7359.

GENERAL QUESTIONS? Call Holly Spriestersbach, Patient Representative: 405-752-7377

BILLING QUESTIONS? Call Carol Mahaffey, Billing & Collections Director: 405-752-7359

*Some insurance plans may take longer to obtain benefits.