

Marina D. Castellanos PT, PLLC

www.marinapt.com

914-552-9639

Financial Policies/Billing

Marina D. Castellanos PT, PLLC is an out of network provider for all private insurance companies. We provide physical therapy on a “fee at time of service” basis. This means payment is provided in full when services are rendered. We accept cash, check, or credit card. This business model allows us to provide patient centered, one-on-one care for as long as needed without restrictions from insurance companies. With Marina D. Castellanos PT, PLLC, your care is consistently provided with the same licensed physical therapist. In contrast, in-network providers typically offer shorter visits, with varying therapists and technicians. Treatment is restricted to what the insurance pays for.

We suggest calling your insurance company prior to your first scheduled appointment to completely understand your physical therapy benefits. An Insurance Worksheet has been provided to assist you in asking your insurance company the right questions about your physical therapy benefits. Marina D. Castellanos PT, PLLC does not directly bill your insurance company. It is your responsibility to understand your benefits and coverage. Depending on the insurance plan you have, you may be able to receive re-imbusement for out of pocket expenses. We will provide the appropriate documentation needed upon request for you to pursue billing directly through your insurance company.

Appointments

Initial visits and follow-ups are one hour long. Please call (914) 552-9639 for more information.

Cancellation Policy

In the event you are unable to attend an appointment, we ask that you provide your therapist with at least 24 hours notice of a cancellation. For cancellations with less than 24 hours notice, or missed appointments, you will be charged a fee of \$50.00. There will be exceptions made on a case-by-case basis for illness and emergencies.