
ARTHRITIS & REHABILITATION THERAPY SERVICES

A COMPREHENSIVE REHABILITATION CENTER

*A Division of Arthritis
and Rheumatism Associates, P.C.*

Dear New Patient,

Welcome to Arthritis and Rehabilitation Therapy Services. We are glad that you and your physician have entrusted your physical therapy care to us, and we look forward to helping you achieve your goals.

Enclosed, you will find forms related to your medical history, insurance information and demographics. Please complete the forms in advance and bring them with you to your Initial Evaluation appointment.

Cancellation or "no show" of a new patient appointment is subject to a \$200.00 fee and that of a follow-up appointment is subject to a \$50.00 fee if notice is not provided at least 24 business hours prior to the appointment. If you are unable to make your first appointment, you may be asked to reschedule the full sequence of visits, as your first visit requires more time than subsequent visits. If you are more than fifteen (15) minutes late to ANY appointment, please be advised that your visit may be canceled or limited, to adequately accommodate other patients and the therapist's schedule. To achieve the best results with therapy, we kindly ask that you make a concerted effort to keep your appointments and to be on time.

For your first appointment, please remember to:

- Bring your updated insurance card(s).
- Bring the applicable physical therapy referral and/or prescription from your physician. If you do not have a referral or prescription, you may be asked to reschedule your visit.
- Be prepared to pay any applicable co-pays. Please check with your insurance company prior to your first visit.
- Inform the receptionist and therapist if you have any metal implants (i.e. pacemaker, joint replacement, etc.)
- Wear comfortable clothing and shoes. Please make sure that the body part to be treated is accessible.
- Bring a translator if you do not speak English.
- Children are NOT ALLOWED in the treatment area.
- Videotaping or recording is prohibited.
- Cell phone use is not permitted in the clinic.

We look forward to seeing you at your Initial Evaluation.

Sincerely,
Matthew Reed, MPT & Joshua Costa, DPT
Executive Directors of Rehabilitation

CENTRAL CALL CENTER: 301.942.7600

www.washingtonarthritis.com

12255 Prosperity Drive
Suite 200
Silver Spring, MD 20904
TEL 301.942.2520
FAX 301.942.6998

14995 Shady Grove Rd.
Suite 320
Rockville, MD 20850
TEL 301.929.4125
FAX 301.251.0495

5454 Wisconsin Ave.
Suite 620
Chevy Chase, MD 20815
TEL 240.482.3680
FAX 301.652.0210

2021 K St., NW
Suite 310
Washington, DC 20006
TEL 202.293.9412
FAX 202.912.8462

7361 Calhoun Pl.
Suite 150A
Rockville, MD 20855
TEL 240.482.3686

DIVISIONS OF ARTHRITIS AND RHEUMATISM ASSOCIATES, PC

For practice use only: MRN: _____ DOS: _____

PLEASE READ AND SIGN

Medicare Patients Only

"I request that payment of authorized Medicare benefits be made on my behalf to Arthritis & Rheumatism Associates, P.C. for any services furnished to me by that physician or supplier. I authorize any holder of medical information about me to release to the Health Care Financing Administration and its agents any information needed to determine these benefits or the benefits payable for related services."

Signature of policyholder or beneficiary _____ Date _____

Other Insurance

I hereby authorize Arthritis & Rheumatism Associates, P.C. to apply for benefits on my behalf for covered services rendered by Arthritis & Rheumatism Associates, P.C. and request that payments from _____ insurance company for covered services be made directly to Arthritis & Rheumatism Associates, P.C. at their payment address.

Furthermore, I agree to designate Arthritis & Rheumatism Associates, P.C. to receive payment directly from the above-named insurance company in the event I file a claim for benefits myself and to forward within 15 business days any payments I may receive from the above-named insurance company for any services rendered by Arthritis & Rheumatism Associates, P.C.

Signature of policy holder or beneficiary _____ Date _____

I certify that the information I have reported with regard to my insurance coverage and benefits is correct and further authorize the release of any necessary information, including protected health information, for this or any related claim to any billing agent acting on behalf of Arthritis & Rheumatism Associates, P.C. I permit a copy of this authorization to be used in place of the original and I understand that this authorization may be revoked by me at any time by submitting a written revocation.

Signature of policy holder or beneficiary _____ Date _____

Medigap Patients Only

"I request that payment of authorized Medigap benefits be made on my behalf to Arthritis & Rheumatism Associates, P.C. for any services furnished to me by that provider of services or supplier. I authorize any holder of Medicare information about me be released to _____ any information needed to determine these benefits payable for related services." (NAME OF MEDIGAP INSURER)

Signature of policyholder or beneficiary _____ Date _____

FINANCIAL POLICY STATEMENT

Welcome to Arthritis and Rheumatism Associates, P.C. (ARA). We are pleased to have you as a patient and we are committed to providing you with the best medical care possible. In order to assist you in receiving the maximum benefits allowable by your insurance, we ask that you read and sign this statement. We must emphasize that as medical care providers, our relationship is with you and not your insurance carrier. As a courtesy to you, we may file your claim; however you are responsible for charges incurred from the date services are provided unless our contractual agreement with your carrier states otherwise. Because of the ongoing growth and change in available health care plans, it is imperative that you understand your benefits and responsibilities prior to being seen at ARA.

COST-SHARE RESPONSIBILITY

Many insurance carriers require patients to share the cost of their medical services through copay, coinsurance, or deductible.

Health insurance cost-share definitions are as follows:

Copay – a fixed dollar amount that a patient is required to pay per visit.

Coinsurance – a fixed percentage of the final dollar amount that patients are required to pay for a medical service.

Deductible – a fixed dollar amount that patients are required to pay first before their insurance carrier begins to pay for their medical service.

Patient cost-sharing is an integral part of the health insurance benefit plan for both federal and commercial insurance carriers. As a patient, you are expected to understand your healthcare benefits and cost-share amounts associated with your plan. ARA will make every attempt to collect all patient responsibility payments as determined by your insurance. Your insurance should provide you with an explanation of benefit (EOB) after a medical service claim is processed. All copayments are due at the time of service. Coinsurance, deductible, and any outstanding balance will be billed to you.

A plan is considered out-of-network if there is no contractual agreement with the health plan and ARA. If the health plan's out-of-network coverage is less than the ARA's acceptable rate, ARA reserves the right to balance bill a patient.

MEDICARE PART B

ARA participates with Medicare and accepts assignment. We will file your claim and ask you to pay any deductible you may owe plus your 20% coinsurance at the time of checkout. If you have a secondary insurance, we will file the claim for you, and you will be billed for any remaining balance. In order to receive a non-covered supply or service, you will be required to sign a Medicare waiver (Advance Beneficiary Notice or ABN) and pay in full. ARA does not participate with any Medicare Advantage Plans, with the exception of CareFirst Medicare Advantage HMO and PPO, and Johns Hopkins Medicare Advantage HMO and PPO. If you have a non-participating Medicare Advantage HMO plan, you will not have any out of network benefits. If you are covered by a Medicare Advantage PPO plan that gives you out of network benefits, you may have to pay any deductible and coinsurance payments due as determined by each individual Medicare Advantage Plan. If you are seeking services from Arthritis Rehabilitation Therapy Services (ARTS), Medicare will not pay for outpatient physical therapy while concurrently receiving home care services. In order for Medicare to cover your physical therapy at ARTS, you must discontinue ALL home care services (physical, occupational or speech therapy, nursing, home health aide, social work). If you do not, Medicare will automatically choose to pay for the home care services only, and you will be financially responsible for your outpatient physical therapy at ARTS.

CareFirst Blue Cross Blue Shield

ARA is a participating provider with CareFirst of the National Capital Area and CareFirst of Maryland. Our contract with CareFirst includes all products: HMO (BlueChoice), Point of Service, Federal Employee, PPO, Blue Card, National Account and Indemnity Plans. The HMO plan requires that you obtain a referral to see a specialist which must be presented at check-in. Otherwise you will need to sign a waiver agreeing to pay for all services rendered.

PPO, POS and HMO Plans

Currently, ARA participates with Aetna HMO and PPO, CIGNA, Multiplan, PHCS and Priority Partners. All PPO and HMO patients are required to pay their copayment at check-in. Those patients whose plan requires a referral to see a specialist must present it at check-in or sign a waiver agreeing to pay for all services rendered. Those using a POS benefit will be required to sign a referral waiver and to pay any deductible or coinsurance their plan requires. *ARA will be in violation of our contracts if we fail to collect amounts you are contractually obligated to pay.*

Workers' Compensation

ARA does not accept new patients with work-related injuries who will be using workers' compensation to cover their care. If an established patient's visit is related to a work injury, the patient must contact the Business Office prior to their appointment and provide complete billing information for the workers' compensation carrier. This includes the active claim number, carrier name, adjustor's name and phone number, and pre-authorization from the insurance company. If the employer is disputing the case, it will not be considered a workers' compensation case until an independent medical examiner, or the court makes a ruling. In such cases, we will bill the patient's health insurance. If the patient does not have health insurance, payment will be required at the time of service.

Liability Cases/Auto Accidents

ARA will not bill the personal injury protection (PIP) portion of your auto insurance coverage. Physicians will treat patients injured in personal injury or auto accident cases, but the patient's own health insurance carrier will be billed for all services rendered. In the event that a patient does not have health insurance (or their health insurance denies the claim), payment will become the responsibility of the patient.

FMLA, Disability, and Other Forms

ARA physicians do not fill out FMLA forms nor do they provide disability assessments or supporting documents for patients unless they have been seen for at least 6 visits or for longer than one year, and also at least once in the last 6 months. Even beyond this time frame, your physician may determine that it is more appropriate for your primary care provider or other specialist to manage your disability application and forms. ARA physicians do not have the experience or training to prepare disability documents from a legal perspective. If your physician provides disability documents, the information used will be primarily based on objective information obtained from physical examination, diagnostic studies, and laboratory findings which may not support a disability claim. You will also be charged a \$35 fee for 1 or 2 page forms or \$100 for forms greater than 2 pages if your physician completes the disability documents outside of a scheduled visit. You may be better served if you discuss with your attorney whether disability documents should be obtained from another specialist who performs disability evaluations on a regular basis. Other forms, such as but not limited to, handicapped placards, workplace accommodations, jury duty excuse, transportation / Metro Access forms, and medical necessity letters will be subject to the \$35 or \$100 fee if requested to be completed outside of a scheduled office visit.

All Other Insurance (Including Secondary/Tertiary)

As a courtesy to you, ARA will file your primary insurance claim once, provided that we have complete insurance information at the time of service. We do not file secondary or tertiary insurance claims unless we are contractually obligated to do so. Depending on the carrier, you may be asked to pay your balance in full or pay any deductible or copayment due. Any balances not paid by the patient's insurance company/companies within 45 days will be charged directly to the patient.

Self-Pay

ARA offers a self-pay rate to patients who have no health insurance or have non-participating health insurance. The self-pay amount owed is expected to be paid in full at the time of service as ARA will not be submitting a claim to an insurance carrier. Self-pay patients are responsible for ancillary service charges such as laboratory, radiology, or any other services performed by ARA providers on the date of service.

Non-Sufficient Funds (NSF) Policy

A \$50 NSF fee will be added to any patient's account that is returned by our bank for non-sufficient funds.

Bank Payment Dispute/Chargeback Policy

A \$25 chargeback fee will be added to any patient's account that erroneously disputes a credit card payment without first contacting the Business Office for dispute resolution. The chargeback fee is to cover bank processing fees associated with the dispute.

No Show and Cancellation Policy

We request that cancellations or scheduling changes be made during clinic hours no later than the last business day prior to your appointment. If you are a new patient to our practice, the missed appointment fee is \$200. If you are an established patient of the practice, the missed appointment fee is \$50. In order to reschedule your missed appointment, you will be required to pay the missed appointment fee.

If you have an appointment with Arthritis Rehabilitation Therapy Services (ARTS) the new patient missed appointment fee is \$200 and the follow up missed appointment fee is \$50.

Assistance

Our Business Office staff is available to assist you with any special concerns or questions. Please feel free to call (301) 942-3126 for personal attention.

Responsibility

Failure to disclose a change in insurance coverage or failure to disclose another (primary, secondary, or tertiary) insurance coverage will not absolve the patient of responsibility for all charges, and may also be grounds for dismissal from the practice.

Patients are responsible for any outstanding balances. In the event a patient's account is turned over (for collections) or to a third party, the patient will be responsible for any and all collection costs, interest, Attorney's fees and Court costs.

I have read, understand and agree to abide by the policies of ARA as stated in this document.

Signature

Date

Print Name

ARTHRITIS &
REHABILITATION
THERAPY
SERVICES

A Division of Arthritis
and Rheumatism Associates, P.C.

2730 University Blvd. West, Ste 714, Wheaton, MD 20902
14995 Shady Grove Road, Ste 320, Rockville, MD 20850
5454 Wisconsin Avenue, Ste 620, Chevy Chase, MD 20815
2021 K Street, NW, Ste 310, Washington, D.C. 20006

MEDICAL RECORDS RELEASE FORM

Patient Name: _____		Date of Birth: ____ / ____ / ____	
Address: _____		City: _____	
State: _____ Zip Code: _____		Phone #: _____	

☐ I authorize Arthritis & Rheumatism Associates, P.C. (ARAPC) to use/disclose the following information to: ☐ Myself ☐ See additional designee(s) attached Name of Provider / Facility / Person(s) _____ Address _____ City / State / Zip Code _____ (____) - ____ - ____ (____) - ____ - ____ Phone Number Fax Number	☐ I authorize Arthritis & Rheumatism Associates, P.C. (ARAPC) to receive the following information from: Name of Provider / Facility / Person(s) _____ Address _____ City / State / Zip Code _____ (____) - ____ - ____ (____) - ____ - ____ Phone Number Fax Number
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RECORDS TO BE RELEASED:

☐ ARAPC Records ONLY	☐ Include Records from Outside Providers
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Progress Notes:	☐ Most Recent	☐ From _____	to _____	☐ All
Labs:	☐ Most Recent	☐ From _____	to _____	☐ All
Radiology:	☐ Most Recent	☐ From _____	to _____	☐ All
DEXA:	☐ Most Recent	☐ From _____	to _____	☐ All
EMG:	☐ Most Recent	☐ From _____	to _____	☐ All
Physical Therapy:	☐ Most Recent	☐ From _____	to _____	☐ All
Other:				

PURPOSE(S) FOR THIS REQUEST:

☐ Referred to Outside Provider	☐ Changing Physicians	☐ Physician's Request	☐ Personal Use
☐ Insurance Purposes	☐ Legal Purposes	☐ Moving	☐ Employer's Request
☐ Other: _____			

Initials

I understand that the person(s) (or practice) I am authorizing to use/disclose my protected health information may charge a third party for doing so.

Initials

I understand that I may refuse to sign this authorization and that if I do, it will not affect my ability to obtain treatment, payment, or eligibility for benefits and that I may inspect or copy any information used or disclosed under this authorization. If I refuse to sign this form, the practice cannot use or disclose my protected health information for purposes outside TPO. (Treatment, Payment, and healthcare Operations)

Initials

I understand that if the party receiving this information is not a healthcare provider or health plan subject to the federal privacy regulations that the information described above may be re-disclosed and no longer protected by the privacy regulations.

Initials

I understand that I may revoke this authorization in writing at any time except to the extent that the practice has acted in reliance upon this authorization. My written revocation must be submitted to the Privacy Official at 2730 University Boulevard West, Suite 310, Wheaton, MD 20902.

By signing this authorization it becomes effective immediately and will expire once the request has been completed. Every new request thereafter will require a new authorization form to be completed, per our practice policy.

Signature of Patient or Personal Representative _____	Date _____
Print Patient Name or Personal Representative Name _____	Relationship to Patient _____

MDHAQ

DATE: _____ Primary Care Physician: _____

NAME: _____ Date of Birth: _____

Email Address: _____ Preferred Contact Method: _____

This questionnaire includes information not available from blood tests, X-rays, or any source other than you. Please try to answer each question. There are no right or wrong answers. Please answer exactly as you think or feel. Thank you.

Please check (✓) the **ONE** best answer for your abilities at this time:

OVER THE PAST WEEK, were you able to:	Without ANY difficulty	With SOME difficulty	With MUCH difficulty	UNABLE to do
Dress yourself, including tying shoelaces and doing buttons?	☐ 0	☐ 1	☐ 2	☐ 3
Get in and out of bed?	☐ 0	☐ 1	☐ 2	☐ 3
Lift a full cup or glass to your mouth?	☐ 0	☐ 1	☐ 2	☐ 3
Walk outdoors on flat ground?	☐ 0	☐ 1	☐ 2	☐ 3
Wash and dry your entire body?	☐ 0	☐ 1	☐ 2	☐ 3
Bend down to pick up clothing from the floor?	☐ 0	☐ 1	☐ 2	☐ 3
Turn regular faucets on and off?	☐ 0	☐ 1	☐ 2	☐ 3
Get in and out of a car, bus, train, or airplane?	☐ 0	☐ 1	☐ 2	☐ 3
Walk two miles?	☐ 0	☐ 1	☐ 2	☐ 3
Participate in sports and games as you would like?	☐ 0	☐ 1	☐ 2	☐ 3
Get a good night's sleep?	☐ 0	☐ 1	☐ 2	☐ 3
Deal with feelings of anxiety or being nervous?	☐ 0	☐ 1	☐ 2	☐ 3
Deal with feelings of depression or feeling blue?	☐ 0	☐ 1	☐ 2	☐ 3

2. Pain Scale

How much pain have you had because of your condition **OVER THE PAST WEEK?** Please indicate below how severe your pain has been:

NO PAIN ○ 0 ○ 0.5 ○ 1.5 ○ 2 ○ 2.5 ○ 3 ○ 3.5 ○ 4 ○ 4.5 ○ 5 ○ 5.5 ○ 6 ○ 6.5 ○ 7 ○ 7.5 ○ 8 ○ 8.5 ○ 9 ○ 9.5 ○ 10 **PAIN AS BAD AS IT COULD BE**

3. Patient Status

Considering all the ways in which illness and health condition may affect you at this time, please indicate below how you are doing:

VERY WELL ○ 0 ○ 0.5 ○ 1.5 ○ 2 ○ 2.5 ○ 3 ○ 3.5 ○ 4 ○ 4.5 ○ 5 ○ 5.5 ○ 6 ○ 6.5 ○ 7 ○ 7.5 ○ 8 ○ 8.5 ○ 9 ○ 9.5 ○ 10 **VERY POORLY**

4. Skilled Nursing Facility

Are you currently staying in a skilled nursing facility? Yes ☐ No ☐

5. Home Health Care Services

Are you currently receiving Home Health Care Services? Yes ☐ No ☐

ARTS MEDICAL HISTORY

Patient Name: _____

A Division of Arthritis
and Rheumatism Associates, P.C.

Patient DOB: _____

		COMMENTS	P.T. Use
1. Do you have a pacemaker or an electronic implant	Yes ☐ No ☐		U, E
2. Have you been diagnosed with a carotid sinus or cervical ganglia	Yes ☐ No ☐		U
3. Have you been diagnosed with a cardiac or pulmonary disorder	Yes ☐ No ☐		T, E
4. Do you have a history of decreased circulation or vascular insufficiency	Yes ☐ No ☐		U, T
5. Do you have a history of a Deep Vein Thrombosis (DVT)	Yes ☐ No ☐		U
6. Do you have a history of a Thrombophlebitis	Yes ☐ No ☐		U
7. Do you currently have active bleeding	Yes ☐ No ☐		U, E
8. Have you been diagnosed with an Aortic Aneurysm	Yes ☐ No ☐		T
9. Have you ever been diagnosed with Phlebitis	Yes ☐ No ☐		E
10. Do you have a history or diagnosis of Meningitis	Yes ☐ No ☐		T
11. Have you ever been diagnosed with a Seizure Disorder	Yes ☐ No ☐		E
12. Do you have a history of Cancer or Tumors	Yes ☐ No ☐		U, T, E
13. Do you have a history of decreased sensation in any part of your body	Yes ☐ No ☐		U
14. Have you ever been diagnosed with osteomyelitis	Yes ☐ No ☐		E
15. Have you recently suffered a sprain, strain, fracture, subluxation, dislocation or inflammation	Yes ☐ No ☐		T
16. Have you been diagnosed with Rheumatoid Arthritis	Yes ☐ No ☐		T
17. Have you ever had a spinal surgery	Yes ☐ No ☐		T
18. Have you ever been diagnosed with Spondylolistheses	Yes ☐ No ☐		T
19. Do you currently have Temporomandibular/Jaw pain	Yes ☐ No ☐		T
20. Have you ever been diagnosed with vertebral instability	Yes ☐ No ☐		T
21. Have you ever been diagnosed with a bone or joint disease	Yes ☐ No ☐		T
22. Do you have a history of a Hiatal Hernia	Yes ☐ No ☐		T
23. Do you have a history of Osteoporosis	Yes ☐ No ☐		T
24. Are you currently pregnant or do you plan on becoming pregnant while in physical therapy	Yes ☐ No ☐		U, T, E
25. Do you have any superficial implants	Yes ☐ No ☐		U, E
26. Do you currently have an infection	Yes ☐ No ☐		U
27. Other relevant medical history Add comments	Yes ☐ No ☐		

AUTHORIZATION TO RELEASE INFORMATION TO INDIVIDUALS/FAMILY MEMBERS

In accordance with federal government privacy rules implemented through the Health Insurance Portability and Accountability Act of 1996 (HIPAA), in order for your physician or his/her staff to discuss your medical and/or financial information with members of your family or other individuals that you designate, we must obtain your authorization prior to doing so. In the event of a critical episode, or if you are unable to give your authorization due to the severity of your medical condition, the law stipulates that these rules may be waived.

_____ I DO authorize the Practice to release any or all information to the following individuals:

Name

Relationship

Name

Relationship

Name

Relationship

Patient Signature

Date

ARA PATIENT CODE OF CONDUCT

Cell Phones/Electronic Devices: Cell phones and electronic devices are permitted in the office but must be turned to silent or vibrate. Phone conversations, video chat, and live-stream are prohibited while in the office. Headphones must be worn while using a cell phone or electronic device for listening to music, watching videos, etc.

Photographs/Recording: Photos, Audio and Video recording, using any electronic device, is strictly prohibited.

Children under 18 years: All children under 18 years old must be accompanied by an adult. Children may not be left alone without adult supervision in any area of the office and are not allowed in treatment areas, including but not limited to, the infusion, physical therapy, radiology departments. Patients under 18 years old must be accompanied by an adult.

Privacy: We ask that you respect the privacy of other patients. All patients must remain in designated patient areas (waiting room, exams rooms, and other testing/treatment areas). Patients may not enter any area designated for staff only.

Safety: The staff takes every precaution to ensure a safe and pleasant visit. Safety is our highest priority. If you have any safety concerns, please bring it to the attention to a staff member or a manager immediately.

Respect: We ask that you respect the staff and other patients in the office. Any threatening or derogatory language, racial slurs, cursing, etc., will not be tolerated. Anyone who engages in this behavior will be asked to leave immediately and may be discharged from the practice.

No Show / Same Day Cancellation Fee: A Fee will be assessed for all no shows or same day cancellations. We request that cancellations or scheduling changes be made during clinic hours no later than the last business day prior to your appointment.

I, _____, certify that I have read and understand the code of conduct and will comply with all ARA /ARISE protocols. I acknowledge that failure to do so may result in being discharged from ARA and all its services.

Signature: _____ Date: _____