



Thank you for choosing New England Rehabilitation Hospital Outpatient Department. Our goal is to provide you with the best possible therapy services to help you improve function and skills for independent living. In order to help you meet your goals, we need to inform you of a few policies:

Cancellation Policy

In order to maximize your progress, it is critical that you attend all scheduled sessions. Arriving late or missing appointments impairs your ability to progress, disrupts staff schedules, limits other patients' ability to get an appointment, and may affect your insurance coverage.

- If you must cancel an appointment, please call the clinic at (781)939-1900 as soon as possible.
- We will make every effort to reschedule the appointment to another day in the week.
- Missing or canceling 3 (three) appointments in a 30-day period may result in discharge from therapy services. Once discharged, you will need a new order for therapy from your physician.
- Failure to comply with therapy appointments may affect your insurance coverage. There are often time limits or expiration dates to coverage.

Responsibility of Payment for Services

IT IS IMPOSSIBLE FOR US TO KNOW THE SPECIFICS OF ALL INSURANCE PLANS, WE STRONGLY RECOMMEND THAT YOU VERIFY YOUR OWN INSURANCE BENEFITS

You may do this by calling the number on your insurance card in your plan booklet.
Please bring your Insurance card to each scheduled visit so we may verify eligibility.

- If your treatment is due to a motor vehicle accident (MVA) or a work-related injury (WC), we will bill the appropriate parties with the information you provide to us. When appropriate, we will also secure your medical insurance authorization to protect you against any shortfall in MVA or WC payments.
- If your insurance requires referrals or prior authorization, you must contact your primary care physician to request the referral to initiate treatment. Our staff will communicate any necessary follow-up information to your physician or insurance company when appropriate. Referrals must be in place before services are provided.
- If your insurance coverage or carrier is changing, please notify us BEFORE this change is effective. Your treatment plan must be re-authorized prior to receiving treatment or you may be responsible for the services provided to you.

PLEASE REMEMBER THAT YOU ARE RESPONSIBLE FOR ALL DEDUCTIBLES, CO-PAYMENTS, OR CO-INSURANCE AMOUNTS NOT COVERED BY YOUR INSURANCE.

Estimated coverage information is provided as a courtesy to our patients, but your insurance company will determine your specific coverage and the associated financial responsibility once claims have been processed.

Co-payments are due on the day services are rendered. If you miss payment on the day of your visit you will be billed.

Responsibility for Valuables/Personal Property

- We strongly recommend that you leave valuables at home. New England Rehabilitation is not responsible for any personal items which may be lost or stolen during your visit.

Hours of Operation

- Monday through Thursday 7:00 a.m. to 7:00 p.m.
- Friday 7:00 a.m. to 5:00 p.m.