

**Dear Client,**

Four Pines Physical Therapy strives to provide you with quality care and services. This sheet will provide a quick overview of our contact information, billing, and cancellation/no show/missed visit policy information.

**Physical Addresses:**

<b>JACKSON</b>	<b>ALPINE</b>	<b>PINEDALE</b>
1175 S Hwy 89 Suite A Jackson, WY 83001 (307) 733-5577 t (307) 733-5505 f	70 Emerger Ave Alpine, WY 83128 (307) 654-5577 t (307) 654-5578 f	1100 W Wilson St Suite 8 Pinedale, WY 82941 (307) 367-3452 t (307) 367-3455 f

**Mailing Address:**

Four Pines Physical Therapy PO Box 8467 Jackson, WY 83002	Email Jackson: <a href="mailto:admin@fourpinespt.com">admin@fourpinespt.com</a> Email Alpine: <a href="mailto:adminalpine@fourpinespt.com">adminalpine@fourpinespt.com</a> Email Pinedale: <a href="mailto:adminpinedale@fourpinespt.com">adminpinedale@fourpinespt.com</a>
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**Physical Therapists:**

Dr. V Norene Christensen, PT, DSc, OCS, CEO  
Mark Schultheis, PT, CSCS, - Clinic Director Jackson  
Dr. Kaysha Heck, PT, DPT, SCS, CSCS - Jackson  
Dr. Julia Stoner, PT, DPT, GCS, CEEAA - Jackson  
Dr. Shawna Troupe, PT, DPT, OCS - Jackson  
Dr. Alex Hindmarsh, PT, DPT - Jackson  
Dr. Nathan Zimmerman, PT, DPT - Jackson  
Dr. Jayme Kizer, PT, DPT - Jackson  
Dr. Jacob Munger, PT, DPT - Clinic Director Pinedale  
Dr. Kaya Tuchscherer, PT, DPT, OCS, CSCS - Clinic Director Alpine  
Dr. Morgan Kinnes, PT, DPT - Alpine  
Dr. Lacey Haas, PT, DPT - Alpine  
Dr. Kristen Dunlay, PT, DPT - Alpine & Jackson

**Referral Needs:**

- ! Medicare, WY Medicaid, VA, and Worker's Compensation beneficiaries must have a referral/prescription for physical therapy. WY Medicaid beneficiaries must have a referral/prescription from a Medicaid Credentialed Physician.
- ! **Private Insurance: According to the Wyoming Physical Therapy Practice Act, a referral for commercial insurance is not required to begin physical therapy. However, your insurance may require a prescription for physical therapy.**
- ! Your insurance may require pre-authorization prior to beginning physical therapy.

### **Billing Inquires**

- ! As a courtesy to you, we will call your insurance company to verify your benefits; **however, we encourage you to call your insurance company as well since we are unable to guarantee the information.**
- Hours: M-TH 7am-3pm
- Contact: (307) 249-8056 t, (307) 883-1919 f  
[billing@fourpinespt.com](mailto:billing@fourpinespt.com)
- ! We accept all insurances (except for out-of-state Medicaid) and all major credit cards. We do not bill any primary insurance affiliated with United Healthcare/UHC or UHC Medicare Advantage, which may include Golden Rule, GEHA and others. If you have one of these insurances, you will be billed our self-pay rate, unless it is your secondary insurance and then we will bill them, however you may be billed any out of network balance.
- ! Deductible, co-insurance, and co-pay payments are expected at the time of your visit. Self-pay patients are also required to pay at time of service
- ! Any cash-based service (not covered by insurance) must be paid at time of service
- ! Balances are due in full within 6 months of the last treatment. If needed, please inquire about a payment plan.

### **Appointments**

- ! Please arrive 20 minutes early for your first appointment to finish paperwork
- ! What to bring on your first appointment:
  - Prescription or referral, if you have one
  - Insurance card, if you have one
  - Driver's license or other government issued identification
  - Your calendar to schedule out your plan of care
  - Comfortable clothing
- ! You will receive a text/call reminder for your appointment two days prior.
- ! Please be mindful that we have an **Attendance Policy, which requires that you give us notice by noon the day before you change or cancel a visit (by Monday at 7:00 a.m. if it is on a weekend).** There is a **\$75 cancellation/no show fee if you cancel your appointment with less notice than listed above (same day cancel) or you no show for your appointment.** This fee will be charged even if you reschedule for same day cancellations. This notice allows us to call other people who may be waiting for an appointment.
- ! Please call us to cancel as soon as you know if you are sick, don't wait.
- ! **If you are going to be late to your appointment,** please call us so that we can check with your therapist to determine if they will have ample time to treat you or if we need to reschedule your appointment.

