

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:

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

Mailing Address:

Four Pines Physical Therapy	Email Jackson: admin@fourpinespt.com
PO Box 8467	Email Alpine: adminalpine@fourpinespt.com
Jackson, WY 83002	Email Pinedale: adminpinedale@fourpinespt.com

Physical Therapists:

Dr. V Norene Christensen, PT, DSc, OCS, Founding Partner
Dr. Shawna Troupe, PT, DPT, OCS, Clinic Director - Jackson
Dr. Julia Stoner, PT, DPT, GCS, CEEAA - Jackson
Mark Schultheis, PT, CSCS - Jackson
Dr. Alex Hindmarsh, PT, DPT – Jackson
Dr. Kristen Dunlay, PT, DPT – Jackson
Dr. Jayme Kizer, PT, DPT - Jackson
Dr. Jacob Munger, PT, DPT – Clinic Director Pinedale
Dr. Kyle Stauffer, PT, DPT - Pinedale
Dr. Kaya Tuchscherer, PT, DPT, OCS, CSCS - Clinic Director Alpine
Dr. Lacey Haas, PT, DPT – Alpine
Dr. Caleb Cross, PT, DPT – Alpine & Jackson
Dr. Hannah Rigsby, 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
- We accept most major insurances and all major credit cards. Exceptions include: **Out-of-state Medicaid** (not accepted); **State-specific ACA plans** (out-of-network, except **Wyoming**); and **United Healthcare (UHC) and UHC Medicare Advantage** plans are **not billed** as primary insurance. This includes plans like **Golden Rule, GEHA**, and others. If UHC is your **primary**, you'll be charged our **self-pay rate**. If it's your **secondary**, we can bill them. 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, 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.