

New Motion

Physical Therapy Inc., PS

To our patients with Aetna Insurance:

We are informing you that Aetna may cover physical therapy when the services are necessary for treatment of disease or injury. Coverage is based on medical necessity.

Regardless of the number of visits your Aetna insurance policy states it may provide, Aetna reserves the right to review your records at any time. In the past, Aetna has reviewed many patient records taking 30 to 45 days for completion. They often fail to complete the review within this timeframe, or they claim to have never received the records. Aetna then states they need an additional 45 days to review records. In the meantime, you may choose to continue treatment or cease treatment. Our experience has been that in most cases Aetna denies payment retroactive to the date the records were requested. By this time it is likely you have already had other dates of service which will also be denied by Aetna.

New Motion will not absorb these claim costs. We have provided you with physical therapy services and we require that you pay for those services. Please be advised that if Aetna should deny payment for the physical therapy services provided by New Motion you are financially responsible.

As an Aetna insured, you have the right to appeal Aetna's decision within their stated timeframe. New Motion will assist you in through this process. However, we will ask that you bring your account current. Should Aetna reverse their decision, we will promptly refund your payment.

I have read and understand the information above. I understand I am financially responsible for services provided to me which Aetna denies.

Printed Name

Signature

Date