



ASCEND PHYSIOTHERAPY AND PERFORMANCE
RISE ABOVE IT

SUPERBILL FAQ

How your superbill works and what to expect from insurance

1

Why is Ascend out of network?

Ascend is an out of network practice. Rather than contract with insurance companies we work for you, the patient. Unfortunately with Physical therapy insurance, they only care if you can walk, dress yourself, or get up out of a chair, basically low level ADLs. If you are looking to improve your performance in the gym or get back to running, Insurance PT would be the wrong solution for you. Insurance looks at one body part, we look at the entire body from a holistic approach, to get you results as fast as possible.

2

What is a superbill and how does it work?

You pay for your visit at the time of service. We then provide you with a superbill, which is an itemized medical receipt you can submit to your insurance company to request reimbursement. We do not bill insurance directly. HSA and FSA cards are accepted.

Your superbill includes the billing codes for the services you received, your diagnosis, and our Doctor of Physical Therapy's NPI number.

3

Will my insurance reimburse me?

Your insurance company decides whether to reimburse you and how much. That decision depends on your plan and your out of network benefits.



4

How do I find out what my plan covers?

Call the member services number on your insurance card and ask:

1. Do I have out of network benefits for physical therapy?
2. If yes, what is my deductible, how much of it have I met, and what percentage of the allowed amount do you reimburse?
3. Do you accept superbills, and how do I submit one?

Write down the date of the call and the name of the person you spoke with.

5

What do these terms mean?

Out of network: A provider that does not have a contract with your insurance company.

Deductible: The amount you pay for covered care yourself before your insurance starts to pay.

Allowed amount: The most your plan will pay for a covered service. A plan will not reimburse more than this, even if you paid more.

6

Can I get a superbill if I am on a program or discounted pricing?

Yes. You can receive a superbill when you are using program pricing. What you are reimbursed depends on the program you signed up for and on your plan, and it is always potential, never promised. If you are unsure how your program fits with your benefits, contact us.

Important. Ascend PT & Performance does not guarantee insurance reimbursement. Coverage, eligibility, and payment decisions are made solely by your insurance company and vary by plan. This document is general information and is not insurance, legal, or financial advice.

Questions? Call or text **954-939-0071** or email **alex@ascendptp.com**.