



280-255 Newport Drive  
Port Moody, BC, V3H 5H1

Office (604) 492-0788  
Fax (604) 492-0789

[www.physiocareathome.com](http://www.physiocareathome.com)

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## Billing Process

**Thank you for choosing PhysioCare At Home. The following is a quick overview of our Billing Process to help you understand how and when you will be invoiced for your appointments.**

### Methods of Payments

Our preferred method of payment is Visa or MasterCard. By having your credit card info on file we can use your card to make payment for the visits that occurred during the billing cycle. Once we have charged your credit card, we will send you a receipt by mail or email. Only visits that are owing will be charged to your credit card. **If you have not done so, please call the office at this time with your credit card information. (604-492-0788)**

If it is necessary for you to pay by cheque, we will send you an invoice at the end of the billing cycle. Each invoice contains a return envelope for you to submit payment. **Please write the invoice number you are paying in the Memo section of your cheque.** Once payment is received we will send you a receipt, often with you next invoice.

### Billing Cycles

**PhysioCare At Home processes invoices and payments twice per month.** If your credit card information is on file and your visits occurred between the 1<sup>st</sup>-15<sup>th</sup> of the month, payment for those visits will be processed between the 16<sup>th</sup> and 20<sup>th</sup>. If your visits occurred between the 16<sup>th</sup>-31<sup>st</sup> of the month, payment for those visits will be processed between the 1<sup>st</sup> and 5<sup>th</sup> of the following month. If you are paying by cheque, you can expect to receive an invoice following each billing cycle. (ie. twice/month)

### Direct Insurance Billing

We are currently set up to direct bill Blue Cross and Veterans Affairs Canada. **If you have not done so, please call in to the office to provide your Policy and ID number.** Our office manager will contact Blue Cross to find out your eligibility and amounts covered.

**\* Important** – In order to conduct direct billing, **we require a credit card on file to cover the remaining amount** that is not covered by the insurance company.

### DVA

Most DVA clients are covered by Veterans Affairs Canada. We require your K number to inquire on your behalf and submit a Request for Authorization of benefits. You will be required to sign DVA claim forms. In rare circumstances, treatment may be denied by VAC, even after beginning treatment. Should this happen our office will call you to discuss bill payment options. You may call VAC at any time to discuss your home physiotherapy coverage.



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## Billing Process (continued)

### FAQ

**Can I pay my physiotherapist directly?**

*No, all payments must be directed to the office.*

**Can I receive invoices and receipts by email?**

*Yes, we prefer to send invoices and receipts over email as its more efficient and better for the environment. Be sure to let the office know your email address.*

**Can you charge my credit card as required?**

*Yes, doing so keeps your account up to date and allows us to send you a receipt directly. You will only be charged for visits that are owing.*

**Can I request a statement or receipt at any time?**

*Yes, simply call or email the office and we will be happy to mail one to you at any time.*