



18927 33rd Ave W Suite B, Lynnwood, WA 98036
Phone: 425.776.1177 | Fax: 425.776.5533

Policies and Procedures

Welcome to Balanced Body Massage Therapy. Below, you will find our office policies that help us to better serve you and your medical needs. We believe that a clear understanding of these policies will allow us both to focus on the most important goal: helping you to regain you mobility and improve your physical wellness. We will not sell any of your information and it will be kept securely in our office.

One full hour of our therapists' time is set aside to meet your needs specifically. Depending on your needs, the procedure time for treatment is 45-60 minutes. **We do not double-book appointments;** therefore, we are unable to reschedule your appointment without sufficient notice. **Cancellation notice is required 24 hours prior to your scheduled appointment time.** Sufficient notice allows us to make your hour available to another one of our valued clients. If notice is not given, we will require a fee of **\$40.00** which will be paid directly to the Balanced Body Massage Therapy. **FEES MUST BE PAID PRIOR TO YOUR NEXT APPOINTMENT.**

Our office bills massage therapy fees for injury treatment massage at \$20.65- \$34 per unit (4 units = 1 hour). If the massage session is paid in full at the time of service, a "time of service discount" will apply. Under no other circumstance will this fee be adjusted. Balanced Body Massage Therapy is happy to certify and bill insurance as a courtesy to you; however, the client understands that he/she is responsible for any and all treatment fees not covered by the insurance. It is the clients responsibility to determine what their insurance company allows for massage therapy benefits, obtain pre approval if necessary and follow up with their insurance company on all unpaid visits. Co-pays are collected at time of service. Statements will be sent for any unpaid patient balance. If you have a balance due, please submit payment promptly. Delinquent accounts that are delinquent past 90 days will be sent to collections. There will be an extra \$15 fee for this collection action. In the event that your insurance denies payment, you the client become responsible for payment of services rendered. An interest rate of 1% will be applied to any balances over 60 days.

I have chosen to receive massage therapy. I understand those massage therapists are unable to diagnose or prescribe. I agree to inform Balanced Body Massage Therapy of any changes in my insurance plan or treatment circumstances. I further agree to communicate any and all situations of which I feel my wellbeing is being compromised.

SIGNING BELOW INDICATES THAT YOU HAVE READ ALL OF THE POLICIES AND PROCEDURES ABOVE AND AGREE TO THEM WITHOUT CONTEST.

CLIENT SIGNATURE

DATE

PRINTED NAME