

Funding, Fees and Billing



CPTBC

College of Physical Therapists
of British Columbia

STANDARD

The physical therapist is responsible for ensuring that the fees charged for physical therapy services and products are transparent and justifiable to enable clients to make informed choices.

EXPECTED OUTCOME

Clients can expect that fee schedules and billing practices for physical therapy services and products are transparent, justifiable, and clearly communicated and that they will be made aware of the fees and billing practices of the physical therapist before they become subject to them.

PERFORMANCE EXPECTATIONS

The physical therapist:

1. Maintains current knowledge of relevant funding sources for physical therapy services and complies with funding requirements, policies, and procedures.
2. Prior to the client being subject to any fee, provides a comprehensive fee schedule to the client and payors that includes transparent and accurate information about billing policies and all potential charges, including but not limited to:
 - 2.1 assessment and treatment fees;
 - 2.2 fees for reports and copies of client records;
 - 2.3 additional fees for equipment;
 - 2.4 fees and policies related to bundled physical therapy services;
 - 2.5 cancellation or late fees and interest charges;
 - 2.6 refund policies.
3. Establishes fees for access to client records that:
 - 3.1 are consistent with the requirements of applicable legislation; and
 - 3.2 accurately reflect the costs of providing a copy of the client record.

RELATED STANDARDS OF PRACTICE

- Communication
 - Conflict of Interest
 - Dual Practice
 - Titles, Credentials and Specialty Designations
4. Promptly provides the client with clear, transparent, accurate and comprehensive invoices or receipts and explanations required to allow the client to understand the fees charged, service providers and terms of payment.
 5. Does not represent non-physical therapy services as physical therapy on invoices or receipts.
 6. Is responsible for all billing under their registration number, and to identify and correct any errors promptly.
 7. Employs policies and measures to mitigate the risks related to pre-payment of physical therapy services before accepting pre-payment or engaging in bundled physical therapy service provision, including but not limited to:
 - 7.1 providing the client with the option to purchase one service at a time;
 - 7.2 providing refunds for unused physical therapy services;
 - 7.3 issuing physical therapy receipts only after physical therapy services are delivered.
 8. Resolves issues arising from billing disputes.
 9. If selling products:
 - 9.1 must not sell the product at a price in excess of fair market price paid by the physical therapist plus a reasonable handling cost;
 - 9.2 must inform the client that they have the option to purchase the product from another supplier, and that their choice to do so will not affect their physical therapy services.