



Frequently Asked Questions (FAQ) Motus Physical Therapy and Performance

This all sounds great! How do I set up an appointment?

I cannot wait to work with you. It's easier than ever to receive physical therapy care that fits your lifestyle and schedule. We have a location at Thrive Wellness in Amherst, NH, on-site (your home or work), and telehealth services. Please use the [appointments](#) page to get in touch with us.

Do I need a referral from my doctor for physical therapy?

In the state of New Hampshire, patients have [direct access](#) with provisions to physical therapists. This means you do not need to have a referral from your doctor but that physical therapist must follow certain guidelines and laws.

Physical therapists are trained in differential diagnosis, or being able to discern the true cause of your pain. If I deem that the cause of your pain is beyond my scope of practice, that physical therapy is contraindicated, or there is no documented improvement within 25 calendar days of the start of treatment, I will refer to the appropriate healthcare provider. My ultimate goal is to get your feeling better! **Check out my blog on the topic [here](#).**

I would love to use my physical therapy benefits. How do I go about doing this?

Motus Physical Therapy & Performance is an out-of-network (OON) provider for all private or commercial insurances. We also do not accept Medicare or Medicaid. We are a cash-based clinic: read my blog about it [here](#).

I understand the reservations about paying out-of-pocket for physical therapy services. *Most patients have out-of-network provider benefits* as part of their insurance that will reimburse a certain percentage of the cost...and don't even realize it! You can use our ["Out-of-Network \(OON\) Insurance Benefits Reference Sheet"](#) to help you determine your benefits.

You can also use your FSA/HSA account to pay for services. If you do not want to submit for reimbursement from your healthcare insurance, you can still utilize the superbill as evidence for an itemized tax deduction at the end of the year!

**How do I pay for services at Motus Physical Therapy and Performance?**

Payment for services rendered is due at the time of service by credit or debit card, cash, or check. HSA and FSA are accepted and a receipt can be provided.

**I've never had physical therapy before. What should I expect on my first visit?
What type of clothing should I be wearing?**

Make sure to download the [New Patient Packet](#) for all health forms and policies. Your first visit includes your formal evaluation and first treatment where you will receive education on your condition and ways to start improving your status at home. At this time, we will work together to determine the treatment plan best suited for YOU.

Wearing loose clothing will help facilitate the evaluation and treatment. Bring any equipment that you may use during your sport or training.

I'd like to keep my doctor aware of my progress. Can you contact him/her?

As stated in our [privacy policy](#), I am dedicated to maintaining your privacy to the highest standards. Unless you explicitly inform me that you wish to have your medical records disclosed to your primary care physician (PCP), I will assume you are exercising your right to privacy by paying cash for your services.

I believe 100% in continuity of care and keeping health care providers in the loop but will only do so if you wish. If you want your records disclosed to any third party in the future, you will need to obtain and sign our "Disclosure to Release Protected Health Information" form before we will disclose your health information.

Life is busy for me. Do you have a cancellation policy? What happens if I get sick?

I kindly ask that patients provide 24-hour notice when available in order to allow me to provide the time slot to other patients. However, I understand that things happen; therefore, discretion on whether to impose the cancellation fee is reserved by Motus for extenuating circumstances. Please see the full cancellation and no show policy [here](#).