



THE REHABILITATION CENTER

Welcome to The Rehabilitation Center!

Thank you for choosing The Rehabilitation Center for your rehabilitation needs. We are dedicated to providing excellent clinical care, exceptional customer service and a patient centered approach which will help you to reach the best outcomes possible.

The Rehabilitation Center offers comprehensive Physical Therapy, Occupational Therapy and Speech-Language Pathology (SLP) services for a variety of conditions. Our services include individualized treatments for orthopedic conditions, neurological conditions, pain, difficulty walking, chronic pain and fatigue, balance issues, dizziness, cancer rehabilitation, hand therapy, speech and swallowing conditions and many other problems.

Our staff is committed to help you reach your goals and provide you with the best rehab experience possible!

Welcome to The Rehabilitation Center! We look forward to getting to know you!

*The Staff of The Rehabilitation Center of
Appalachian Regional Healthcare System*

Office Hours:
Monday – Friday: 8 a.m. - 4:30 p.m.
(828) 737-7520
434 Hospital Drive • Linville, NC
apprhs.org/rehab

Financial Information

Thank you for choosing an Appalachian Regional Healthcare System (ARHS) Facility for your care. Our mission is to support the provision of high quality, compassionate healthcare for the mountain region of northwest North Carolina and northeast Tennessee with a spirit of teamwork based on a set of operating values.

We understand that medical bills are often unplanned and can be difficult to understand or pay. ARHS has Patient Financial Advocates that are professionally trained to assist with your financial questions. Please do not hesitate to ask for them while you are here or, if you prefer, you can call them at 828-262-4413.

As a courtesy to you, ARHS will bill your health insurance providers, including private payors, Medicare, Medicare supplements, Medicaid, and workers comp carriers provided you submit all the necessary information. You are responsible for any portion of your account balance remaining unpaid by your insurance company. This may include non-covered services, co-insurance, co-payments and deductibles.

If your insurance does not pay within 60 days, you will be billed for the full balance. If you feel that your insurance company should have paid your bill, you should contact your insurance company or our customer service center at 828-262-4111.

It is your responsibility to be aware if your carrier is in or out-of-network with us and if they have any exclusions, benefits, co-insurance, co-payments and deductibles outlined in your plan.

According to our policy, you may be requested to pay the full patient responsibility or a deposit representing an estimate of 30% of patient responsibility before leaving the hospital or upon scheduling of services. In order to maintain our mission of providing high quality healthcare, we ask that all patient accounts be paid in

full as quickly as possible. ARHS offers several options to help you with the payment of your hospital invoices.

We offer many ways to help you resolve your account balances. We accept Visa, Mastercard, cash or checks. We also offer interest free payment plans and financial assistance. We offer a self pay discount for acute care hospital services. Discounts do not apply to accounts that have been referred to a collection agency as a bad debt account, nor do discounts apply to co-insurance, co-payments or deductibles.

Financial Assistance is available to those patients who are in need of help to pay their accounts. Assistance is based on the guarantor's financial status. In order to determine this, the guarantor will need to complete a Financial Assistance application and includes, but is not limited to, proof of income and assets. Please contact a Patient Financial Advocate to complete a Financial Assistance Application, 828-262-4413.

You may be eligible for assistance through government programs such as Medicaid, Purchase of Medical Care, Crime Victims Compensation, or Vocational Rehabilitation, or other community programs.

As a hospital-based facility, insurance companies differentiate us from private practice (non-hospital) rehabilitation providers. You will be responsible for the percentage of your bill not covered by insurance policy, generally this is your deductible and co-insurance. "Co-pays" do not apply in a hospital setting. Please contact your insurance company, or inquire at our registration desk if you have questions regarding insurance coverage.

Notice of Privacy Practices

This notice describes how medical information about you may be used or disclosed. It also explains how you can get access to your information. (see brochure for detailed information)

Uses and Disclosures of Medical Information

Treatment: All attending therapists will use your medical information in providing treatment to you. This includes our disclosure of your information to another provider for the purpose of conducting care.

Healthcare Operations: This includes treatment, patient evaluation, public health reasons, obtaining payment, conducting research studies, evaluating provider performance, assessing quality, training or improvement activities, therapist's certifications, licensing, accreditation, and credentialing.

Emergencies: A family member, personal representative, or another person responsible for your care will be notified of your general condition without prior authorization in the event that you are incapacitated.

Authorization of Release of Medical Information: We can not release medical information without your permission. Be attentive when completing the Authorization to Release Medical Information form, as the individuals listed are the ones we can release information to on the phone or by report.

Required by Law: We will release your medical information, without your consent, as required by local or federal legal authorities. We may voluntarily disclose your information if we suspect abuse, neglect, or domestic violence in our attempt to protect your safety as required by law.

For a complete copy of the Appalachian Regional Healthcare System's Privacy Practices, please ask the receptionist.