

rehabilitation services

Before your appointment – things to check:

Appointment

- You may receive an automated reminder call a few days before your appointment.
- Complete & bring all the forms in your parent packet to the appointment to avoid waiting.

Doctor's referral

We must have a doctor's order for the therapist to see your child. Please call your doctor to make sure the order has been sent to us.

Insurance and billing

We will call your insurance company:

- We ask about your policy benefits. You will receive a letter in the mail.
- Sometimes we can tell you how much you need to pay at your appointment.
- If you have questions regarding your insurance, please call 682-885-2965.

You call the insurance company. Tell them:

- You have an appointment at Cook Children's Rehab for an evaluation.
- We file claims "outpatient hospital for diagnostic services."
- This claim is different from a doctor's visit.
- Ask your insurance company if they will pay for the appointment and how much it will cost you.
- If you have an HMO insurance plan, make sure you get a referral from your doctor.

Cook Children's will bill charges to Medicaid.

What do you have to pay?

All charges are your responsibility, even if insurance does or does not pay.

- Insurance companies only pay when they receive your claim and check your policy benefits.
- Some insurance policies have you pay first before insurance pays (deductible, co-pay, etc).
- You can pay with cash, check, Visa, Discover, Mastercard or American Express.
- For some procedures you may receive several medical center department bills and/or billing service bills.

Billing

The person bringing your child to the appointment is responsible for payment.

- If someone else brings your child, we must have a letter from you telling us it is okay to treat your child.
- Payment is due at the time of service.
- We will file your insurance claim and you may receive a bill for additional charges.

Customer service:

- **682-885-4432 phone**
- **682-885-4428 bilingue**

Payment plans

Call Customer Service for payment plan arrangements at:

- **682-885- 4432 phone**
- **682-885-4428 bilingue**

Financial assistance applications are available at Cook Children's upon request.

To view account balance and update information online:
www.cookchildrens.org/myeBill

CookChildren's

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Offices

There are five Rehab Services locations:

- Cook Children's Medical Center
- Fort Worth/Child Study Center
- Fort Worth/South Rehab Clinic
- Mansfield Rehab Clinic
- Hurst/Northeast Hospital Rehab Clinic

Check the parent letter map to find the location and directions for your appointment.

Registration

Cook Children's Medical Center:

- Parking is free and available at the 7th Street Garage on the corner of 7th Ave and Pennsylvania St.
- Arrive 15 minutes early to register.
- Bring your driver's license and insurance card.
- After you register, you will be directed to the waiting room to check in.

Ft. Worth/Child Study Center:

- Arrive 15 minutes early.
- Parking is available in front and west of the building.

Fort Worth/South Rehab Clinic:

- Arrive 15 minutes early to register.
- Parking is at the North side of the building.

Mansfield Rehab Clinic:

- Arrive 15 minutes early to register.
- Parking is near the entry door.

Hurst/Northeast Hospital Rehab Clinic:

- Arrive 15 minutes early to register.
- Parking is at the front of the building.

Servicio bilingüe

Se habla español, teléfono 682-885-4063.

Information changes

Tell us if your insurance, address, contact information or phone number changes. The wrong information can delay your insurance claim and payment.

Medical records

Sign a medical record release form at the appointment so that we can send your records.

- We cannot release records without a fully completed form.
- There is a charge for medical records that must be paid before the release.
- All records are mailed and not faxed.
- Records will be released to your physician at no charge.
- Medical records will be mailed to the school, we do not fax records.

Call Cook Children's Health Information Services (Medical Release Department) at **682-885-1012**.

Your questions:

CookChildren's.