



Concord Clinical Health Center
56 Winthrop Street
Concord, MA 01742

TUFTS HEALTH PLAN

Dr. Robichaud is a participating provider within the Tufts Health Plan Network. However, THP offers many different plans, and the employer can select chiropractic services as an option- it is NOT always a covered benefit. We suggest you contact member services, and verify if your plan covers chiropractic treatment.

There are three procedures we provide here at the Center under the chiropractic practice.

- 1) Physical examination- Required by law on all new patients to determine a diagnosis for your presenting complaint.
- 2) Spinal manipulation- Done each session to restore proper movement in the spine.
- 3) Physiotherapy- A supportive modality done in conjunction with the spinal manipulation to reduce pain, relax muscle and improve circulation.
- 4)

While the Physical examination and spinal manipulation are standard covered benefits, most Tufts plans do not cover the physiotherapy charge. If they do not cover the charge there is an additional charge of \$10.00 per office visit above your co payment. Recently, Tufts changed their policy regarding provider re-imburements for patients receiving treatment on their initial date of consultation. Dr. Robichaud can perform the history and physical examination, but will no longer be able to bill your insurance for the treatment done on the same date of service. We are giving patients the option of coming back on a different day for their treatment, OR having a treatment on the same day, but paying an extra \$25.00 above the normal co payment. The staff will ask which you prefer.

THP sometimes partners with Cigna Health Plans with some of their products. Dr. Robichaud is NOT a participating provider within the Cigna network, so your claims would be processed toward an out of network deductible. You will be expected to pay for services at the time they are rendered. We will submit claims to Cigna on your behalf for processing. Once you have met your deductible, and payments become available directly from Cigna, we will await payment from them, and forward you a remainder statement for any co payments due after claims are paid.

I have read this document, and understand the office policy.

NAME: _____ DATE: _____