



Concord Clinical Health Center
56 Winthrop Street
Concord, MA 01742

HARVARD PILGRIM HEALTH CARE

Dr. Robichaud is a participating provider in the HPHC network. However, HCHP offers many different plans, and the employer can select chiropractic services as an option- it is NOT always a covered benefit. Typically, when chiropractic services are covered, it will indicate it on your member card (CHIRO). 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 to relax muscle, reduce pain and improve circulation.

The HCHP chiropractic benefit covers all of these procedures, but will not pay for spinal manipulation if performed on the same day of service as the physical examination. Most patients we see for initial consultation are in pain, and we generally treat them when we see them for the first time. You have the option to wait until your follow up session for treatment, in which case you only make your standard co- payment for the physical examination. If you would like to be treated on the same day as the initial exam, there is an additional charge of \$25.00 beyond your co- payment.

Some HCHP programs partner with United Health Care. Dr. Robichaud is NOT a network provider for UHC. If your policy is a UHC plan, your visits here will be subjected to an out of network deductible. While we will submit your claims to UHC for processing, you will be expected to pay for services at the time they are rendered. Once you have met your deductible, we will wait for payment from UHC, and bill you for any co- payment or remainder balance once the claim is processed and paid.

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

NAME: _____

DATE: _____

OFFICE POLICY UPDATE: 2018

To: All Harvard Pilgrim Health Care Members

Dr. Robichaud has been a participating provider in the HCHP Network since 1986, and would like to continue to do so. However, HCHP has not increased the provider fee schedule to reflect usual and customary charges for chiropractic office visits. The rate has been set at \$38.42 per session, which is lower than the usual \$50.00 per visit charge.

In a routine office visit Dr. Robichaud will take your recent history, perform a brief evaluation of your complaint and render a manipulation (adjustment) to the spine. In order to make the adjustment more comfortable and effective, he will also routinely apply a hot pack to your spine, do some massage, treat your trigger points, stretch the tight muscles and advise you on appropriate exercises to address your problem. While all of the “additional” services can be billed separately under the terms of our provider contract with Tufts, Dr. Robichaud has chosen not to bill for them.

In 2018 we will be billing HCHP a line item charge of \$5.00 under the procedure code 97140 (manual therapy). This charge will not be covered by HCHP, and you will be responsible for an additional \$5.00 charge above your normal co payment. This will bring the office encounter to \$43.82 which is in line with what BCBS and Medicare allow for a chiropractic office visit.

Our other alternative is to drop from the HCHP Network.

Should HCHP update their fee schedule to reflect an allowed rate closer to \$44.00 we will consider dropping the additional charge for manual therapy. We are required under the terms of our current provider contract you make you aware you will be responsible for an additional charge of \$5.00 over and above your copayment for services rendered in 2018.

We would be happy to provide you with a copy of this policy update if you would like one.

NAME: _____

DATE: _____