Health Insurance and Physical Therapy: Important Information/Commonly Asked Questions

All students, regardless of whether they have health insurance or what actual type of insurance they have, are eligible to receive physical therapy at the University Health Center. Students who have paid their health fees (“fees paid” status) receive Physical Therapy at a reduced rate, which means that those students who have paid their fees will pay about 20-40% less than those who haven’t paid their health fees. In comparison to other clinics in the area, our visit costs are on average about 50% less. Our appointments are generally longer and more individualized than other clinics, allowing you more quality time with your therapist.

It is always recommended to contact your insurance company about your specific coverage and have this information prior to your first appointment. Call your insurance company via the phone number on the card, and explain you have been prescribed Physical Therapy, and that there is a clinic here on campus. Then ask what percentage or amount they will cover if you receive Physical Therapy here at the UHC. Every student has the option of where they would like to undergo Physical Therapy. Once you have spoken with your insurance company, please call the Physical Therapy clinic at 706-542-8634 to discuss the specific costs of your visits. Any charges not covered by health insurance are the patient’s responsibility.

Before Your First Appointment...

- **Complete the online questionnaire** (see instructions below)
- If any of your information has changed....stop by Registration about 10 minutes before your appointment. If not, **arrive on-time to your appointment, if not a few minutes early**
- Wear appropriate clothing (i.e. exercise clothes, tennis shoes, etc.). If we are seeing you for a neck, shoulder or upper back issue, a tank top is preferable.
- There is a $30 charge for missed appointments or appointments canceled less than 24 hours in advance. Please call (706) 542-8634 to reschedule.
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**Questionnaire Instructions**

1) Go to the University Health Center website - [www.uhs.uga.edu](http://www.uhs.uga.edu)
2) Click on the icon “Make your appointment online”
3) Enter user name and password (same one to access any UGA website)
4) Enter birth date
5) In the middle of screen you will see in light blue “Go To Appointment” – click this
6) In the middle of screen you will see in light blue “Complete Questionnaire” – click this
7) Complete entire questionnaire as best as possible