

2280 Trawood Drive

El Paso, TX 79935

(915) 493-6794

September 20, 2016

Responsible Party Name

Address

City, State, Zip

RE: Patient Name

Case Number

Account Balance

Dear      ,

We appreciate that you have chosen to partner with Border Therapy Services for your physical therapy needs and trust the services provided to you have been helpful. It’s our policy to contact patients who have received a billing statement from us in the past 30 days, but haven’t responded.

To date, we have not received payment, consistent payments, or heard from you regarding the need for payment arrangements.

We understand that many of our patients are currently experiencing financial difficulties. If this is the case, please let us know so we can assist you in making budget payment arrangements. We want to help you fulfill your commitment without causing undue hardship, so please do not hesitate to contact our offices.

If you have a question regarding your bill or need help understanding your insurance carrier’s Explanation of Benefits, we’d be happy to assist you. We realize that medical billing is not always simple to understand.

Our ability to continue providing quality physical therapy diminishes if we are unable to collect in full for our services in a timely manner.  If you have already sent payment in, then please, disregard this letter. Otherwise, we look forward to receiving your payment or phone call within five days of this letter. As an added convenience to our patients, we can now accept credit or debit card payments through our pay-on-line portal at AgilityHealth.ixt.com. Your prompt attention is appreciated.

Sincerely,

CBC (First Name Only)

Title or Location

Phone Number