

# FAQ

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Chicago Chiropractic submit to my insurance company?"]
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Chicago Chiropractic is a contracted in network provider with the following insurance companies: Blue Cross Blue Shield PPO plans, most Aetna plans, Medicare and PHCS/Multiplan. We are contracted as an out of network provider with Cigna and United Healthcare. We will submit to these insurance companies for services provided by our chiropractic physicians. We do not submit to insurance for massage therapy but can provide documentation that will allow patients to submit on their own.

We are not contracted with and cannot submit to most HMO plans, all Blue Cross Blue Shield HMO plans, and Humana.

Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

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[/et_pb_accordion_item] [et_pb_accordion_item title="Will your
services be covered by my insurance?"]
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Once you become a patient, we will verify your insurance benefits. On your initial visit we will explain your coverage

to you. This will be a quote of benefits, not a guarantee of payment. You are responsible for any balance that your insurance company does not cover including, but not limited to, your deductible, copay and coinsurance.

Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What are my options if I do not want to go through insurance?"]

Many of our patients choose not to submit to insurance for various reasons. We offer a cash rate of \$145 for the initial assessment and treatment. Follow-up visits will be billed at \$75 for each appointment. This amount is based on an average of the major insurance companies' allowed amount for a typical appointment. Payment is due at time of service.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="Do you accept auto claims, workers comp and personal injury cases? "]

We will submit claims for auto accidents, for workers comp and for personal injury cases. Patients must provide us with claim number and detailed information on where claims are to be submitted, including claims address, claims adjustor or contact name, and contact information.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="Does it matter which doctor I see?"]

All of our doctors are board certified chiropractic physicians. They each employ a similar philosophy for your treatment which will integrate soft tissue techniques,

functional rehabilitation and chiropractic adjustment to create an individualized approach to your health.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What can I expect for my initial visit?"]

Please arrive at least fifteen minutes ahead of your scheduled appointment time even if you have filled out our paperwork ahead of time online. In order to submit to insurance, we must have additional forms filled out in the office at the time of your appointment. Please bring/wear comfortable or exercise type clothing to your appointment. For example, if you have a knee complaint, please wear shorts or loose pants rather than tight jeans or leggings. If you will need to change clothing prior to your appointment, both of our offices have locker room facilities, but please allow extra time in order to do so. Your appointment will take 45 minutes; during this time the doctor will take a thorough health history, conduct an evaluation and perform an initial treatment.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What should I bring to my first appointment?"]

Please bring your insurance card, photo ID, any imaging reports or other pertinent test results that you have. Please bring/wear comfortable or exercise type clothing to your appointment. For example, if you have a knee complaint, please wear shorts or loose pants rather than tight jeans or leggings. If you will need to change clothing prior to your appointment, both of our offices have locker room facilities, but please allow extra time in order to do so.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What should I wear for my appointments? "]

Please bring/wear comfortable or exercise type clothing to your appointment. For example, if you have a knee complaint, please wear shorts or loose pants rather than tight jeans or leggings. If you will need to change clothing prior to your

appointment, both of our offices have locker room facilities, but please allow extra time in order to do so.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="How long will my appointment be?"]

The initial appointment is scheduled for 45 minutes. Follow-up appointments are typically 15 minutes, but sometimes the doctor will schedule a 30 minute follow-up.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What massage therapy services do you offer?"]

Chicago Chiropractic has licensed massage therapists in our Chicago and Northfield offices. Please visit the staff page on this website for specific information on each of our massage therapists.

We offer the following massage options:

30 minute massage @ \$50

60 minute massage @ \$90

90 minute massage @ \$130

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="Do you submit to insurance for massage therapy?"]

We do not submit to insurance for massage therapy. We can provide patients with the documentation needed to submit on their own.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="Is there parking available?"]

We have parking available at both of our offices. The Northfield office has a parking lot on the west side of the building. Our front entrance is located off of the parking

lot. The Chicago office has a small parking lot on the west side of the building and limited parking in front of our entrance on Randolph Street.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What payment methods are accepted?"]

We accept Visa, MasterCard, Discover, and American Express as well as cash or checks.

[/et\_pb\_accordion\_item][et\_pb\_accordion\_item title="What is your cancellation policy?"]

We ask that you give us at least 24 hours' notice when cancelling an appointment. If less than 24 hours' notice is given, we will charge a \$45 cancellation fee for follow-up appointments. If a new patient appointment is cancelled with less than 24 hour notice, the fee will be \$75.

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