

**Dear Client,**

Four Pines Physical Therapy strives to provide you with quality care and services. This sheet will provide a quick overview of contacts and billing information.

Physical Addresses:

1090 S Hwy 89	3000 W Big Trail Dr	46 Iron Horse Dr
Jackson, WY 83001	Jackson, WY 83001	Alpine, WY 83128
(307) 733-5577 t	(307) 249-8055 t	(307) 654-5577 t
(307) 733-5505 f	(307) 249-8051 f	(307) 654-5578 f

Mailing Address:

Four Pines Physical Therapy  
PO Box 8467  
Jackson, WY 83002

Email Jackson: [admin@fourpinespt.com](mailto:admin@fourpinespt.com)  
Email Rafter J: [adminlegacylodge@fourpinespt.com](mailto:adminlegacylodge@fourpinespt.com)  
Email Alpine: [adminalpine@fourpinespt.com](mailto:adminalpine@fourpinespt.com)

Website: [www.fourpinespt.com](http://www.fourpinespt.com)

**Physical Therapists:**

Dr. V Norene Christensen, PT, DSc, OCS, CEO  
Mark Schultheis, PT, CSCS, Clinical Director Jackson  
Dr. Anna Yanchek, PT, DPT, CSCS - Jackson  
Dr. Kaysha Heck, PT, DPT, CSCS - Jackson  
Dr. Mouna Goyette, PT, DPT, FAAOMPT – Rafter J  
Dr. Kaya Mills, PT, DPT, CSCS, Clinical Director Alpine  
Dr. Morgan Kinnes, PT, DPT - Alpine

**Prescription Needs:**

- Medicare Beneficiaries must have a prescription for physical therapy. Regulations on coverage are constantly changing; we will help you be aware of your benefits.
- WY Medicaid Beneficiaries must have a prescription for physical therapy from a Medicaid Credentialed Physician.
- Worker's Compensation patients must have a prescription for physical therapy.
- Private Insurance: According to the Wyoming Physical Therapy Practice act, a referral for private insurance is not required to begin physical

therapy. You may receive 20 visits of PT within 30 days, and then a physician needs to be involved. This involvement may mean a phone call, plan of care faxed to your physician or a visit. A patient under the age of 12 requires a prescription for physical therapy.

- Your insurance may require a prescription for physical therapy.
- Your insurance may require pre-authorization prior to beginning physical therapy.

### **Billing Inquires**

- As a courtesy to you, we will call your insurance company to verify your benefits; **however, we encourage you to call your insurance company as well since we are unable to guarantee what information we get is accurate.**
- Cora Pfaff, Billing Administrator
  - Hours: M, T, W, F 7am-5pm
  - Contact: (307) 733-5577 tel  
(307) 733-5505 fax  
[billing@fourpinespt.com](mailto:billing@fourpinespt.com)
- We accept all insurances (except for out-of-state Medicaid)
- We accept all major credit cards
- Deductible and Co-pay payments are expected at the time of your visit
- Patient who are self-pay are required to pay at time of service
- For any cash based service (not covered by insurance) must be paid at time of service
- Balances are due in full within 6 months of last treatment. Please inquire about a payment plan.

### **Appointments**

- Please arrive 15 minutes early for your first appointment to finish paperwork
- What to Bring on Your First Appointment
  - Prescription if you have one
  - Insurance Card if you have one
  - Driver's License
  - Comfortable clothing
- You will receive a text/email reminder for your appointment the day prior.
- Please be mindful that we have a 24 hour cancellation policy. This allows us to call other people who may be waiting for an appointment. There is a \$45 dollar cancellation fee if you cancel your appointment within the 24 hours of your appointment. We also have a No Show Fee of \$45 if you do not contact us and miss your appointment.