

Location and Directions

We are located at 2663 Farragut Dr., Springfield, IL, near the intersection of Monroe St. and Veteran's Parkway.

From Veteran's Parkway, turn east on Monroe St. Go to the second stop light and turn left on Mountcastle. Go one block and turn left on Farragut.



Appointment Reminder

Day _____ Date _____ Time _____

Provider _____

To cancel or reschedule your appointment, please call at least 24 hours in advance:

217-793-0680

Please bring the following with you to your appointment

- Insurance I.D. card
- Address of insurance carrier
- Authorization/Referral if required
- Social Security Number

Clocktower Therapy Center, LLC

(Independent Practitioners)



2663 Farragut Dr. ~
Suite A
Springfield, IL 62704

Phone - 217-793-0680
Fax - 217-793-0684

Welcome to Clocktower Therapy

We are pleased that you have chosen us. We provide this brochure so that you may familiarize yourself with our office policies and procedures. Most of your questions should be answered here, but if you are uncertain about any of our office procedures, we hope you will call us at 217-793-0680.

New Patient Procedures

As a new patient, you will be greeted at the reception desk and will be asked to complete a comprehensive registration packet. Please allow 15 to 20 minutes ahead of your scheduled appointment time to complete the paperwork.

In order to complete the registration packet, you will need to provide:

- The name, address, date of birth and Social Security Number of the person listed on the insurance card.
- Your insurance card, and your insurance company address
- Insurance referral, authorization, or certification paperwork, if applicable
- a list of all prescription or over-the-counter medications you are taking

In addition, you may be asked to bring past medical records, or lab reports. Please make sure to bring these with you, if requested, so your provider can fully evaluate your medical history and condition.

Appointments

We see patients by appointment only. This allows us to work as efficiently as possible and reduce your waiting time. We will make every effort to honor your appointment time because we recognize the value of your time. Please try to understand, however, that emergencies do arise which may cause occasional unforeseen delays. We appreciate your patience during these times.

To schedule an appointment, call, 217-793-0680. Our receptionist will ask you a few questions before scheduling your appointment. After your initial appointment, the receptionist may periodically ask for updates to your personal and insurance information to ensure that our records are kept accurate and up-to-date.

If you cannot keep your appointment, we require that you notify us 24 hours in advance so that we may offer the time to another patient. *Failure to notify us will result in your being charged the full session rate.*

We are unable to provide supervision for minor children during your appointment. Please make other arrangements for your children.

If you have any questions regarding your appointment or what to bring with you, please feel free to call the office at 217-793-0680.

Office Hours

Office staff are present Monday through Friday from 9:00 am to 5:00 pm. Providers may also schedule appointments on evenings and weekends. At other times, your call will be answered by our answering service.

Payment, Billing & Insurance

We accept most insurance plans. However, due to an increasing number of plan restrictions from insurance companies, it is your responsibility to know: your primary care doctor, approved hospital, approved laboratory, your insurance benefits and whether or not you need preauthorization or a referral.

If you plan to use insurance we require that you contact your company to obtain this information.

We expect payment of co-payments, deductible, coinsurance, or session fees **at the time of services** for all office visits. We accept cash, checks, money orders, MasterCard or Visa.

We will file primary insurance claims for you free of charge. You will receive an itemized statement each month for any unpaid balance on your account, including unpaid amounts from your insurance company so that you can stay informed of all charges and payments.

If you have any questions about our billing practices or about your bill, please call our patient billing manager M-F 11 am to 3 pm.