



PELVIC HEALTH & REHABILITATION CENTER

Client Welcome Packet

Comprehensive
Pelvic Health Care



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Welcome!



Thank you for your interest in the
PELVIC HEALTH & REHABILITATION CENTER

Please allow us to introduce ourselves!

We are a collaborative team committed to helping people optimize their pelvic health. We understand that being confronted with pelvic floor disorders is worrisome and we understand it is not the easiest thing to talk about. We support the physical and emotional health of each patient in a respectful and compassionate environment. Our administrative and clinical team are here for you and ready to help.

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How We Can Help You

When it comes to issues regarding voiding dysfunction, constipation, or bedwetting, pelvic floor therapy helps in a myriad of ways.

Pelvic floor therapists will identify any musculoskeletal impairments, as well as other factors involved in their symptoms, and offer individualized solutions both in the clinic, as well as at home.

Your therapist will work with them on how to use their breath to assist with pelvic floor motor control. Oftentimes, bubbles are used for this exercise, and they will educate the child about the bladder and bowel systems so that they come to understand that their voiding problems are not “just something that happens,” but that there’s a reason behind it. This further gives the child a sense of ownership and control over the issue. Games, books, and pictures are used to teach the child about anatomy.

Pelvic floor therapy also helps pediatric patients with whatever behavioral issues are involved in their voiding or bowel dysfunction.

WHAT DOES A PELVIC FLOOR EVALUATION LOOK LIKE?



@PELVICHEALTH

1

The initial evaluation is one hour long and a guardian will always be in the room during every appointment. Your therapist will review your child's history and symptoms with you, the child's current diagnosis, and the treatments you have undergone and how effective or not effective these treatments have been. During the physical examination the therapist may look at movement patterns and use fun tools for education and demonstration of healthy pelvic floor habits.

2

Typically, it takes the PT about two visits to get a full picture of what is behind the child's pelvic floor dysfunction. More often than not there are a combination of muscle control and behavioral issues to treat. Your therapist will review their findings with you and develop an assessment which explains how symptoms may have developed, and an initial plan.

3

Your therapist will create short and long-term goals for your treatment plan. Typically 4-6 visits begin to address the physical findings whereas long-term goals require at least 8-12 visits.

4

Typically, the frequency of therapy treatment is one to two times per week for roughly 12 weeks and may range from thirty minutes to one hour. Your therapist will help to coordinate care with the other members of your treatment team if necessary.

5

Typically there will be activities/exercises to work on at home, and these are tailored to your child's needs.

Your child might need pelvic PT if they have:



Daytime wetting
after toilet training



Bed wetting after the
age of 5 years old



Skid marks in
their underwear



Huge stools the size
of a tin can



Frequent bladder infections

@pelvichealth

Many children suffer from bladder/bowel voiding dysfunction.

In fact, 20% of all pediatric visits are for incontinence problems.

The good news is that non-invasive pelvic floor therapy techniques are highly effective for these disorders. The umbrella term for difficulty with bladder/bowel control in children is “dysfunctional voiding.”

Below is a list of different diagnoses that fall under dysfunctional voiding:

Does your child experience...

- ✓ Nighttime bedwetting (nocturnal enuresis)
- ✓ Daytime wetting
- ✓ Stress incontinence
- ✓ Overactive Bladder
- ✓ Urinary frequency/urgency
- ✓ Urinary retention
- ✓ Frequent urinary tract infections
- ✓ Vesicoureteral reflux
- ✓ Constipation
- ✓ Bowel incontinence and/or inability to empty bowel
- ✓ Fecal urgency/frequency

Bladder Voiding Dysfunction

Bladder control and coordination is not always fully realized by the time a child is toilet trained. Often, even after toilet training, a child's bladder will continue to act in the hyperactive/hypersensitive way of the automatic bladder of infancy. Couple this with the fact that toilet training takes place at a time when children are developing interests.

In order not to interrupt the good time they're having playing with friends or toys they may begin to hold their urine as long as possible. This "holding" pattern results in contraction of the pelvic floor muscles and external urinary sphincter, which ultimately can lead to chronic abnormal patterns of urinary voiding.

For example, some kids will experience difficulty sensing bladder fullness, which will lead to daytime leaking or nighttime bedwetting. Others will experience urinary urgency and frequency. And still others will face frequent bladder infections.



Constipation

Bowel dysfunction is also a common problem for kids. The main issue surrounding bowel-voiding dysfunction is constipation, difficulty with, or infrequent passage of stool.

Constipation can be the result of many factors, including avoidance of bowel movements because of pain caused by cracked skin known as "fissures," diet, illness, travel, or generally poor bowel habits. For instance, as with urinary voiding, children can ignore the urge to have a bowel movement because they don't want to interrupt what they're doing. The child will "hold it in" by forcefully tightening the external sphincter and suppressing the urge to have a bowel movement.

Typically, bowel & bladder-voiding dysfunction are both present in children with voiding dysfunction. Interestingly, research shows that many adults who suffer from constipation also suffered from it as children.



Elizabeth Akincilar & Stephanie Prendergast

PHRC Co-founders

Since 2001, Elizabeth Akincilar and Stephanie Prendergast have been clinicians, educators, and advocates for both patients and therapists. You can expect a different level of care at PHRC because of our diverse backgrounds and extensive experience. We constantly strive to grow as pelvic health experts, dedicating time each week for collaboration and learning so we can best serve you. In addition to our commitment to learning, PHRC is committed to its allyship for minority and LGBTQ communities. Now, more than ever, we must act collectively to help each other. Everyone has a pelvis and may need our help at some point. All people are welcome at PHRC.

We understand people have a choice when it comes to their healthcare providers and it is not always an easy choice to make. It is PHRC's mission to provide reliable, evidence-based information. We are active on social media and write a weekly blog to help people better understand the role their pelvic floor muscles play in so many of our daily activities. Included below are just a few of our top resources. We have also included information on how to navigate the insurance reimbursement process.

We hope that you choose us to be part of your care and we wish you the best with your recovery.

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HAPPY
WORLD
PT DAY!

♥ The PHRC Team

About Us

How It all *started...*

PHRC opened the doors to the first location of the Pelvic Health and Rehabilitation Center (PHRC) in San Francisco in July 2006. Today, PHRC is proud to serve the community in eight locations on the West Coast and two locations in New England and our newest office, Columbus, OH. We also offer virtual appointments to patients worldwide.

California

- San Francisco
- Berkeley
- Los Gatos
- Walnut Creek
- West Los Angeles
- Westlake Village
- Pasadena
- Encinitas

East Coast

- Lexington, MA,
- Merrimack, NH
- Columbus, OH

Our *Vision*

With strategic persistence, PHRC leads the pelvic health field. Our tenacious culture inspires our team and the community, empowering us to deliver superior service.

Our *Mission*

The Pelvic Health and Rehabilitation Center commits to improve the quality of life of our patients and the dynamic growth of our employees and students. We boldly tackle educating the community and medical professionals with our innovative and evidence-based practice. We compete by providing outstanding customer service and attracting, motivating, and retaining talented people.

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Our services



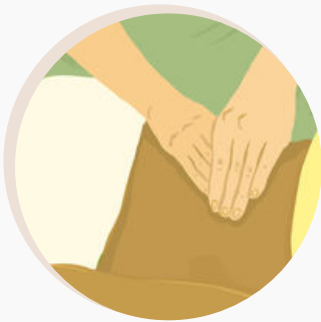
In-Person Appointment

We'd love to see you in-person! Whether you are local to one of our clinics, or interested in our out-of-town program, a comprehensive evaluation includes a thorough history and overview of your condition, help finding local resources and experts in the field, and home exercise program tailored to your needs. Initial evaluations and treatments are one hour all 1:1 with a pelvic health therapist.



Telehealth Services

In March 2020 we launched our virtual health services platform and since then have been honored to work with people around the world. Often people do not understand their symptoms until they stumble upon our website, blog, or social media channels. Some people have a diagnosis but they do not have a pelvic floor therapist locally to help them. Other times people have a pelvic floor therapist but for some reason are not getting better or feel stuck in their treatment plans.



Out-of-Town Program

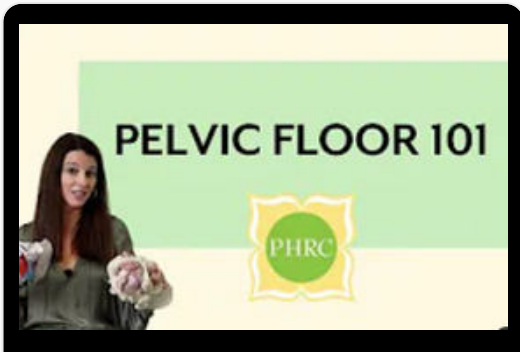
Services for out-of-town patients are available in four PHRC locations: Stephanie Prendergast in Los Angeles, CA, Elizabeth Akincilar in Merrimack, NH, Jandra Mueller in Encinitas, CA, and Molly Bachmann in Columbus, OH. If you are considering traveling to come see one of us we suggest that you start with a digital health consultation to help us better understand what your concerns and goals are. During this virtual meeting we will work with you to figure out if we can help.



Therapeutic Yoga with Melissa

For those recovering from a wide variety of pelvic health conditions, including pregnancy related pain, our 1-on-1 virtual therapeutic yoga sessions are designed to complement your therapy appointments and help you get back to moving with confidence, all from the comfort of your own home. Therapeutic yoga is appropriate for all ages, body types, and fitness levels and offers a multitude of benefits.

Client resources



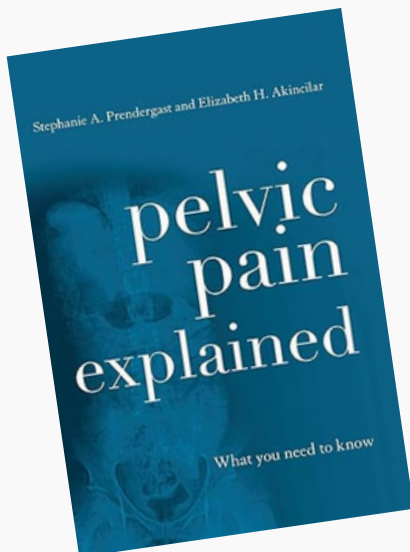
YOUTUBE

- [All About Poop](#)



BLOG POSTS

- [How Pelvic Floor PT Helps Children with Constipation & Incontinence](#)
- [Pediatric Success Story: Constipation interrupting your kids' activities?](#)
- [Childhood Constipation and Bedwetting: The Pertinent Poop](#)



OUR BOOK!

Written by PHRC Co-Founders
Stephanie Prendergast & Elizabeth
Akincilar, this book is a comprehensive
overview of all things pelvic pain.

Get yours today on [Amazon!](#)

FAQ

"Do you take insurance?"

The majority of our offices do not contract with any insurance companies and our therapists are not Medicare or Medicaid providers.

If you are seeking care in our northern California offices, we are contracted providers with Brown & Toland Physicians Network and Kaiser Permanente; therefore our services are covered with a prior authorization. Otherwise, we are a fee-for-service clinic, which means that patients are responsible for payment at the time of service.

We will provide you with a copy of your bill which has all the necessary information you need to submit to your insurance company for reimbursement.

"What if I have Medicare?"

We are not enrolled providers with Medicare and therefore our services are not covered. If you want Medicare or Medicaid to pay for any services that may be considered covered benefits, please seek those services from a Medicare or Medicaid enrolled provider.

"What else?"

An initial evaluation typically lasts 1 hour and is billed for the hour. Each treatment is also one hour and is billed in units of 15 min. We do not offer payment plans. We accept cash, check, Visa, MasterCard, American Express and Discover.

How to Pay/Get Reimbursed for your PHRC Visits

1

Call your insurance company and ask what they will reimburse for **OUT OF NETWORK** physical or occupational therapy services.

- Typically, insurance companies reimburse a percentage of billed 'out of network' physical/occupational therapy.
- Determine whether you have a PPO or a HMO.
- PPOs will typically reimburse 40-80% for out of network therapy services. HMOs require pre-authorization to reimburse for out of network therapy services.

2

Forms you will need. Most insurance companies require that you submit the bill from PHRC as well as fill out their claim form. Ask your insurance company where to get this form. Most are available on your insurance company's website.

3

Ask your insurance company what information they require for reimbursement for physical/occupational therapy services.

Examples of required information may be:

- Physician's referral
- Diagnostic codes (ICD-10)
- Procedural codes (CPT codes)
- Therapist's credentials
- Therapist license number and NPI
- Your evaluation summary, and/or treatment notes

We do not have a physician on staff. If your insurance company requires a referral you will need to obtain this prior to treatment.

How to Pay/Get Reimbursed for your PHRC Visits

4

The ICD-10 codes we use will depend on your diagnosis, some common codes are:

- Muscle spasm: M62.838
- Pelvic and perineal pain: R10.2
- Neuralgia and neuritis: M79.2
- Weak pelvic floor muscle: N81.89
- Pain in joint, pelvic region and thigh: M25.559

You may have different codes depending on your diagnosis

Keep in mind that the codes for follow up treatments are for one unit of physical/occupational therapy, which is 15 minutes. Therefore, multiply the reimbursement amount for the appropriate amount of time in the clinic. This is a universal billing system used by insurance companies.

The CPT code we use for the first hour of your initial evaluation is:

Physical/Occupational therapy evaluation: 97163, 97162, or 97161

The CPT codes we use for each follow up treatment are typically:

- Manual therapy techniques: 97140
- Neuromuscular re-education: 97112
- Therapeutic exercises: 97110
- Therapeutic Activities: 97530

5

Discuss with your therapist and/or office manager your insurance needs. The staff at PHRC will do their best to ensure you receive maximum reimbursement from your insurance company.

6

Submit the completed claim form, the bill from PHRC, and any other required information to your insurance company to receive reimbursement. Be sure to make copies of all forms/bills. Insurance companies occasionally misplace claims.

7

Call your insurance company and ask how long it takes them to process a claim and when you can expect a reimbursement check. Insurance companies typically have a minimum of 30 days and a maximum of 90 days processing time.



Book your appointment!



FOR SPECIFIC CLINICS USE OUR **LOCATIONS PAGE**

CHECK US OUT ON
SOCIAL MEDIA FOR
MORE INFO!



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