



PELVIC HEALTH & REHABILITATION CENTER

Client Welcome Packet

Comprehensive Care
for Transgender Pelvic Health



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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

Pelvic floor therapy can assist the transgender and gender non-conforming population for both surgical procedures and nonsurgical techniques they may utilize or undergo. For those who undergo gender affirmation procedures, pelvic floor therapists can reduce pain from surgical scars, enable or improve neovaginal penetration during intercourse, improve ability to orgasm, normalize urinary function and eliminate pelvic pain.

Unfortunately, most medical providers, including pelvic floor therapists, are unfamiliar with these techniques and procedures. These surgical procedures are not widely available in the United States nor is education for health care providers on how to care for these patients.

At PHRC we have been fortunate to work in geographic locations where these procedures are available and we have had the opportunity to work with the surgeons providing these services. We have also sought out specific training on how to best care for this patient population as pelvic health therapists. As a result, we have had the opportunity to successfully treat many patients utilizing these techniques and undergoing these surgical procedures.

Typically, patients are safe to begin therapy eight weeks after their surgical procedure, but this is very dependent on the type of procedure performed.

WHAT DOES A PELVIC FLOOR EVALUATION LOOK LIKE?



@PELVICHEALTH

1

During the evaluation, your therapist reviews your history and symptoms with you. If you have undergone a surgical procedure we review your operative report. During the physical examination your therapist examines muscles, tissues, joints, nerves, and movement patterns.

2

Once your therapist completes the examination they review your findings with you. Your therapist creates an assessment which explains how you developed your symptoms.

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 your therapist will help to coordinate your recovery with the other members of your treatment team if necessary.

5

You are given a home exercise program to compliment your in-person sessions.

Symptoms

- ✓ Pain from surgical scars
- ✓ Pain with vaginal penetration
- ✓ Inability to achieve vaginal penetration
- ✓ Difficulty or inability to achieve orgasm
- ✓ Urinary dysfunction including urgency, frequency, hesitancy, incontinence & spraying
- ✓ Pelvic Pain
- ✓ Chest, back, and/or shoulder pain

How PT can help trans women pre-operatively



Causes

- ✓ Surgical Scars
- ✓ Stenosis of neovagina
- ✓ Loss of neovagina depth
- ✓ Pudendal Neuralgia
- ✓ Persistent granulation tissue
- ✓ Pelvic floor dysfunction
- ✓ Compression
- ✓ Lower extremity muscle dysfunction
- ✓ Postural changes

How PT can help trans men pre-operatively





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



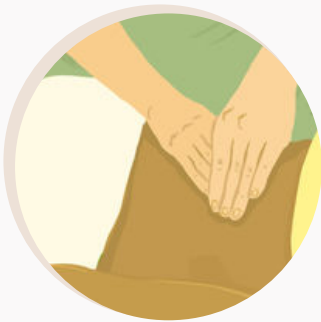
In-Person Appointment

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.

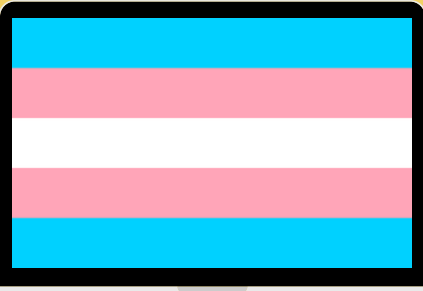
Client resources

YOUTUBE

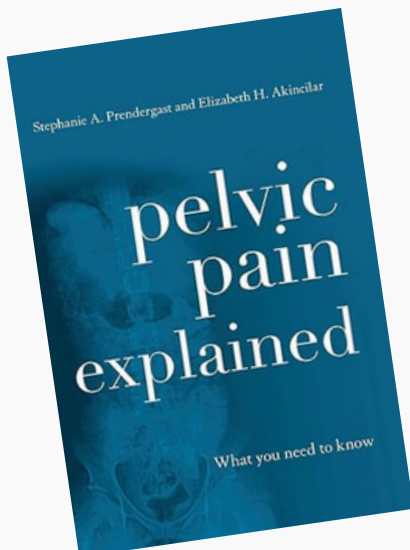


- [Pelvic Pain 101](#)
- [Everything You Need To Know About Dilators & Pelvic Pain](#)
- [What to Expect at a Pelvic Floor Physical Therapy Appointment](#)

BLOG POSTS



- [Physical Therapy Rehab After Gender Affirming Surgeries](#)
- [How Pelvic Floor Physical Therapy Can Serve the Transgender Population: Part 1](#)
- [How Pelvic Floor Physical Therapy Can Serve the Transgender/Gender Non-conforming Population: Part 2](#)
- [Finding Pleasure in Something that was Always Painful: Sam's Success Story](#)



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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