



### **Important Update: Change in Billing Company**

**Dear East Tennessee Spine and Sport Patients,**

We are writing to inform you that as of **February 24, 2025**, we will be transitioning to a new billing company for all physical therapy billing services. This change is part of our ongoing commitment to providing the best possible service to you.

#### **What this means for you:**

- **Previous Billing Company: WebPT**
- WebPT will continue to process all billing associated with dates of service that occurred **PRIOR TO FEBRUARY 24, 2025**.
- You will receive statements from WebPT. Please review these statements. If you have any questions about WebPT statements, please call our clinics.
- Payments regarding these statements can be made through “Bill Pay” on our website or by calling the clinic where you received your treatment.
- **New Billing Company: Timber PT Management**
- Timber PT Management will process all billing associated with dates of service that occur **ON OR AFTER FEBRUARY 24, 2025**.
- You will receive statements from Timber PT Management. Please review these statements. If you have any questions about Timber PT Management statements, please call our Timber customer service team at **865-686-6112**.
- Payments regarding these statements can be made in your Prompt Patient Portal, at the time of service in the clinic, and by calling the clinic.

If your treatment dates span before and after February 24, 2025, we apologize for the inconvenience of reviewing and paying for your services in two different systems. We are working hard to make this a smooth transition to ensure no overlap of billing or payments for specific dates of service between the two systems will occur.

This transition will not affect the quality of care you receive or the services provided. We appreciate your understanding as we work to improve the convenience of our billing process for you.

**Thank you for being a **valued** patient!**

