
Notice Regarding AI-Generated and Automated Billing Communications

To protect patient privacy, maintain the security and integrity of patient account information, and ensure that billing inquiries are handled accurately, **Aquacare Physical Therapy & Affiliates does not communicate, negotiate, authenticate accounts, disclose protected or confidential information, or otherwise engage with artificial intelligence (AI) systems, automated agents, bots, or other technology-generated representatives acting independently on behalf of a patient.**

Patients who have questions, concerns, disputes, requests for account information, or other billing matters should contact our Billing Department directly through an approved communication method.

Patients may also choose to have an **authorized individual, legal representative, attorney, or other representative** communicate on their behalf when permitted by applicable law and after any required authorization and identity verification requirements have been satisfied.

The use of AI or other automated technology to prepare or assist with a patient's communication does not, by itself, invalidate the communication. However, communications that appear to have been **initiated or submitted autonomously by an AI system, bot, automated agent, or other non-human service may not receive a response until the patient's identity, authorization, and intent can be appropriately verified.**

This policy is intended to safeguard patient information and prevent unauthorized access, disclosure, fraud, misrepresentation, or automated activity involving patient accounts. Nothing in this notice is intended to limit or waive any patient right provided under applicable federal or state law, including the right to question or dispute a bill or to designate an authorized representative.