



## OFFICE POLICIES

It is my honor to serve you on your journey. My intention is to sustain practice while providing excellent and personalized care for each of my patients. Your wellbeing is the reason that we do this work. I endeavor to be transparent about my office policies and practices.

I ask that you familiarize yourself with my office policies so that you understand how I handle payment, cancellations, illness, inclement weather, and so on. Please thoroughly read this document and ask for clarification if needed.

## CONTENTS

- I. [Payment for Services](#)
  - a. Time of Service (TOS) Rates
  - b. Insurance Billing
  - c. Invoicing & Past-Due Balances
  - d. Payment Methods
  - e. Treatment Packages
- II. [Rescheduling or Cancellation Policies](#)
  - a. Late Cancellation & No-Show Fee
  - b. Two business days' notice requirement
  - c. Email & Text Reminders
  - d. Online Sessions
  - e. Late Arrivals
  - f. Illness
  - g. Emergencies
  - h. Inclement Weather
- III. [Session Length & the Time Container](#)
  - a. Clarifying the time container
  - b. Extending your session
- V. [Non-Covered Services \(For Insurance\)](#)
- IV. [Clarifications](#)

## PAYMENT FOR SERVICES

Full payment is due at the time of service. Cancellation and missed appointment fees are based upon the time-of-service (TOS) rates, listed below:

**TIME OF SERVICE RATES** for individual sessions are \$165/hour for the first hour and \$125/hour thereafter. Treatment packages (see below) offer a prepaid discount for 5 or more sessions at the hourly rate of \$165/hour.

- 60-minute appointments: \$165
- 75-minute appointments: \$196.25
- 90-minute appointments: \$227.50

## INSURANCE BILLING

You are responsible for paying your coinsurance and/or copayment at the time of your appointment, as well as for any deductible payments (which will likely be invoiced).

As a small practice with no administrative support, I do not have the capability to verify insurance benefits - ***you are responsible for knowing your benefits before your first appointment.***

I recommend calling your insurance company and verifying that your appointment will be covered for your specific provider. Billed rates are approximately 10% higher than time-of-service/prompt pay rates.

Please verify the following with your insurance company:

- Deductible:
- Coinsurance:
- Copayment amount:
- Number of visits or dollar amount of acupuncture benefit:
- Preauthorization required: yes or no
- Acupuncture benefits apply to your specific provider: yes or no

You are responsible for services denied or not covered by your insurance, at the billed rate.

## INVOICING & PAST-DUE BALANCES

If you have a balance due on your account after insurance payment has been received, you will receive an invoice via Square, which you may pay by check, card, cash or bank transfer. If you have any difficulties paying your bill, please contact me right away to arrange a payment plan.

If I do not hear from you after three billing cycles and I am unable to reach you by phone to discuss payment, your past-due account will be turned over to collections.

## PAYMENT METHODS

Check or cash is the preferred form of payment, but you may use credit cards, including Discover and American Express, and FSA/HAS debit cards. You may also choose to use Ivy Pay (see below).

**Ivy Pay:** Ivy Pay is a HIPAA-compliant payment processing service that will charge your credit, debit or FSA card for your appointment without the need to present your card. You will receive a text from IvyPay to enter your name and payment information. After an appointment, you will be charged for the appointment and will receive a text with a payment receipt.

**Returned Checks:** There is a \$45 service charge for returned checks.

**Superbills/Receipts:** Superbills/receipts available upon request. These are not automated, so please give ample notice when you need one.

## TREATMENT PACKAGES

Treatment packages offer a discount on pre-paid services at the rate of \$165/hour and should be used within six months. Packages may be purchased with a check, through an ACH bank transfer (1.5% service charge) or by credit card (3% service charge). See other restrictions below.\*

***Five hours of session time: \$759***

\$151.80/ hour with 8% prepaid discount

***Six hours of session time: \$891***

\$148.50/hour with 10% prepaid discount

***Five 75-minute sessions (6.25 hours): \$928.13***

\$185.63 per 75-minute session with 10% prepaid discount

***Six 75-minute sessions (7.5 hours): \$1113.75***

\$185.63 per 75-minute session with 10% prepaid discount

## RESCHEDULING OR CANCELING YOUR APPOINTMENT

Missed appointments greatly impact my livelihood and the sustainability of my practice. ***Please give as much advance notice as possible if you cannot make a scheduled appointment.*** Two business days' notice is required to change or cancel appointments; this allows me to manage my schedule more effectively and to offer the time slot to another client in need.

Please save your initial confirmation email, which has a link where you can reschedule or cancel up to 2 business days before your appointment. If you have a regular weekly or every-other-week appointment, please provide as possible when you have upcoming travel or other conflicts, as it may be difficult to fill these time slots. In the event of multiple cancellations of a regular weekly or every-other-week appointment, I will be unable to reserve that time slot for you in the future.

## LATE CANCELLATIONS & “NO SHOW” FEES

The credit card information or other payment information you previously provided (such as the pre-paid package you used to book the session) will be used to process or credit late cancellations or no-show payments. By providing your credit card information through the scheduling process and/or IvyPay, you consent to this policy. If you do not have a saved payment method, you will be invoiced for this fee.

Multiple no-shows may result in the termination of services at the conclusion of a pre-paid treatment package.

- ***Cancellations with less than one full business days’ notice:*** (including “no show” appointments) will be charged the full time-of-service fee, which cannot be billed to insurance.
- ***Cancellations with less than 2 business days’ and more than 1 business days’ notice*** will be charged 50% of the TOS appointment fee.

## TWO BUSINESS DAYS CANCELLATION NOTICE POLICY

Please notify me ***two business days*** before your scheduled appointment time if you need to reschedule or cancel your appointment. For example, if an appointment is scheduled for 3:00 pm on a Monday, notice must be given by 3:00 pm on the prior Thursday to avoid a cancellation fee. More advanced notice is greatly appreciated.

## REMINDERS

As a courtesy, you are automatically sent reminder emails two and four days before your scheduled appointment, as well as a text reminder 24 hours beforehand. Please contact your practitioner right away if you do not receive an expected reminder - you are responsible for scheduled appointments whether or not you receive these reminders.

## ONLINE SESSIONS

Your appointment may be conducted online when you are unable to get to the office due to illness, emergency, inclement weather, or travel. Online sessions are appropriate for nearly all treatment plans and may include NeuroAffective Touch, guided somatic visualizations for somatic regulation, Internal Family Systems, Focusing and/or body-oriented coaching.

Please be sure that you can be in a safe, private, and comfortable location for the duration of your online session. Time of service rates (above) apply in most cases.\*\*\*

## LATE ARRIVALS

Please do your best to notify me if you expect to be late. I will attempt to reach you by text or phone if you have not arrived 10 minutes after your scheduled appointment time. ***Arriving more than 15 minutes late*** for an

appointment will be considered a "no show." In most cases we can conduct your session online, as long as you contact me to make arrangements within the first 15 minutes of your appointment.

## **IN CASE OF ILLNESS, EMERGENCY, AND INCLEMENT WEATHER**

With the high rate of cancellations in recent years for Covid-19 or Covid-19-like cold and flu symptoms, I am no longer able to waive late cancellation fees for sudden illness and emergencies. I will plan to conduct your session online unless you are too ill. So that I can sustain my practice and continue to offer a high quality of consistent care while making allowances for such unexpected events, 50% of the time-of-service appointment fee will be charged for late cancellations related to sudden illness and true emergencies. Except in cases of truly last-minute emergencies, less than two hours' notice for illness or emergency will be considered a "no show."

### **ILLNESS**

If you are feeling sick, please assess your ability to get to the office or do an online session and use the following guidelines:

- ***If you are feeling well enough to continue daily activities***, plan to wear a quality mask to your appointment and let me know you've had symptoms so that I can be sure to thoroughly disinfect surfaces after your appointment.
- ***If you are feeling sick enough that you need to stay home but well enough to engage in conversation***, notify your practitioner that you need to do the session online. Your confirmation and reminder emails will have a link for the session.
- ***If you are feeling so ill that you need to stay in bed***, please let me know as early as possible so I can cancel your appointment. A cancellation for illness with less than two hours' notice is considered a "no show" and will be charged the full, time-of-service fee.

### **EMERGENCIES**

If you have an emergency, such as a car accident or critical health emergency that requires you to miss a scheduled appointment, please give as much notice as possible. Work situations and scheduling conflicts do not constitute emergencies.

### **INCLEMENT WEATHER**

In the event of inclement weather, I will communicate with you by text or phone call if your practitioner is unable to safely make it to the office. If you do not feel confident that you can travel safely to and from the office, please contact me and I will send you a Google Meet or Zoom link to conduct your session.

## **SESSION LENGTH & THE CONTAINER**

To create a stronger container for our work, it is important that we understand each other's boundaries around time. I do my best to track the time within an appointment so that you might have greater freedom to drop into the session.

There are three primary situations that impact the time container in our work together:

- You need to leave by a specific time
- You would like to extend an appointment
- You prefer not to be offered additional time in an appointment

First, always inform me if **you need to leave by a specific time** (for another appointment, to pick up a child, et cetera) so that I can be extra attentive to the time and help you get out the door on time.

The second situation relates to **extending your appointment**. During a session it may occur to one or both of us that extending your session beyond the scheduled length of your appointment could be beneficial. If I have the time available, I will check with you to ask if you'd like to extend the appointment length and if so, by what time you'd like to wrap up. Likewise, you are welcome to check with me at any point during an appointment if you'd like additional time. See "EXTENDED APPOINTMENTS" below for more information.

Third, If you know that you need to **keep one or all sessions to the scheduled appointment length** and would prefer that I not check with you about additional time, please inform me so that I can honor that preference and hold a firm boundary around the appointment length.

If there is anything else arises related to time and the container for our work, please bring it to my attention.

## EXTENDING YOUR APPOINTMENT

While 60-minutes is the most common treatment session, 75- and 90-minute sessions are scheduling options that often allow for deeper work, especially when combining acupuncture with somatic and/or manual therapies. Intensive sessions (2-3 hours) may be arranged by special request.

If you wish to add time to your scheduled appointment, you accept financial responsibility for the additional time in the treatment room at the rate of \$125/hour.

Patients with insurance coverage may elect to schedule a 75- or 90-minute treatment session and use acupuncture benefits for the regular 60-minute appointment, paying out-of-pocket for the additional time. This is in addition to any non-covered services. See examples in the Non-Covered Services addendum below.

## RECEIVING NON-COVERED SERVICES (INSURANCE ONLY)

In this practice, you are asked to take a more active role in your care by making informed choices about receiving non-covered services as out-of-pocket expenses. There is an add-on fee for these services received during your session. This is only applied once per session, regardless of session length (it is not a time-based fee).

Insurance coverage for a follow-up appointment typically pays for 45 minutes of treatment with acupuncture (with 1 or more needles inserted each 15 minutes), as well as periodic office visits for evaluation and management of your care.

***Services that acupuncture benefits generally do not cover include craniosacral therapy, somatic regulation therapy (including NeuroAffective Touch), somatic parts & Internal Family Systems parts work, cupping, and other manual therapies.*** \*\* If your insurance benefits cover manual therapy, we can discuss whether it is appropriate to bill insurance, as these benefits apply only to certain conditions and there may also be an additional copay or coinsurance as well as required preauthorization.

## ADD-ON FEES

- **Additional time:** \$125/hour beyond the first hour
- **Non-covered services:** \$45 per session (in addition to copay/ coinsurance)

## EXAMPLE ADD-ON FEE SITUATIONS:

1. You have a \$15 copay and elect to receive NeuroAffective Touch or somatic parts work.
  - Your financial responsibility is for \$60:
    - (\$15 copay + \$45 for non-covered services)
2. You have a \$15 copay and elect to receive craniosacral therapy with your acupuncture and to extend your appointment to 75 minutes.
  - Your financial responsibility is for \$91.25:
    - (\$15 copay + \$45 non-covered services + \$31.25/additional 15 minutes)
3. You have a \$20 copay and schedule 90 minutes for somatic work along with acupuncture.
  - Your financial responsibility is \$127.50:
    - (\$20 copay + \$45 non-covered services + \$62.50 for additional 30 minutes).

If I believe that a non-covered therapeutic service is strongly indicated, I will talk with you about the options and give you the opportunity to add on these services within your session and ask you to sign a consent form to receive non-covered services (if you have not already). Together we can discuss what services will best support your health and wellbeing to help you make these choices.

## CLARIFICATIONS

\* After six months any unused sessions are converted to the remaining cash value of the treatment package and may be applied to future sessions or refunded. Unused portions of treatment packages may be refunded upon request as follows: (Total paid) - (number of sessions used at the non-discounted rate) = refunded amount.

\*\*Somatic regulation (including NeuroAffective Touch and Somatic Resilience & Regulation touch work) and craniosacral therapies are hands-on modalities that I may recommend as part of your care. Both therapies can have beneficial effects for stress and nervous system responses, with somatic regulation therapy having a

specific focus on addressing symptoms related to the physiology of developmental stress and trauma (adverse experiences in utero, birth, or early childhood, including attachment issues). Please let me know if you are unclear about these therapies and whether they should be part of your care.

\*\*\* In some cases, I may be able to bill insurance to cover 15-30 minutes of your online session. You will need to fill out the "updated health concerns" form and plan to pay your copay or coinsurance as well as time-of-service fees for the rest of your appointment time.