

# Capital Integrative Health

## Welcome!

Thank you for choosing Capital Integrative Health as your partner in wellness.

Whether you are a new or existing patient, this packet is your key to navigating through CIH and will help empower you to make the most of your time with our practice.

Please let us know if you have any questions or need additional information by contacting us at [mycihplan@cihealth.org](mailto:mycihplan@cihealth.org).

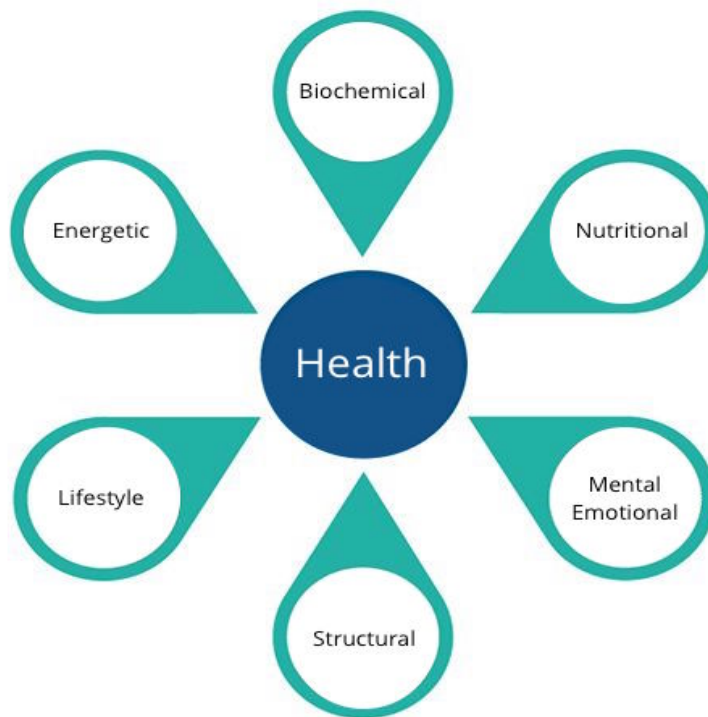
In Health,

Your team at Capital Integrative Health

# HOW WE WORK

At Capital Integrative Health, we believe in your potential to achieve great health. We offer a holistic, integrative approach to healthcare so you not only feel better, you heal from the inside out.

Whole health begins with treating the whole person, not just symptoms or body parts. The CIH team investigates the root-causes of illness to uncover **how and why** you feel the way you do. Based on the foundations of Functional Medicine, we assess primary health and wellbeing factors –each unique to you.



# WHAT TO EXPECT

For patients new to our medical practice, your first appointment focuses on obtaining an in-depth understanding of your health and goals. During this initial consultation, your medical provider will review your health history and any previously uploaded/completed documents. Your provider may also recommend lab tests/kits, some of which can be immediately drawn at our on-site LabCorp lab.

Following your initial consultation, our Wellness Coordinators will schedule your follow-up appointment to review lab findings within 4-6 weeks. Your provider will recommend lifestyle changes, supplements, or complementary therapies for added support. Ongoing consultation with your medical provider is recommended to track your progress and adjust therapies as needed.

## WHAT TO EXPECT (cont.)

Engaging in complementary therapies such as nutritional counseling, bodywork, acupuncture or holistic mental health care will accelerate your healing process by addressing all aspects of your health. Our practitioners work closely together and with you in treatment planning to create the best opportunity for you to heal from the inside out.

For more in-depth explanations on how we work, please visit our Frequently Asked Questions [here](#).

## WORKING TOGETHER

We strive to create a healing atmosphere that brings hope, compassion and direction to our patients' journeys.

As part of our healing community, we ask you to be mindful of the following as well:

- ✓ Be kind and respectful to our staff
- ✓ Arrive **10 minutes** prior to your appointment time
- ✓ Cancel within the **48-hour cancellation** time-frame
- ✓ Refrain from loud cellphone conversations in the reception area
- ✓ Understand your insurance coverage
- ✓ Comply with your treatment plans
- ✓ Check your portal when you receive email notifications from your provider
- ✓ Complete all requested documents/forms before your appointments
- ✓ Ask for extra help when you need it!

Learn more [here](#).

## COMMUNICATING WITH US

There are 2 ways to communicate with your provider or wellness team:

- Patient Portal (*registration is required for all patients*)
- Phone (240.507.5110)

The **best and most efficient** way to be in touch is through the patient portal. It's fast, and most importantly it ensures HIPAA compliance.

# COMMUNICATING WITH US (cont.)

## Non-urgent matters:

Email your provider's medical assistant (MA) with your request or concern through the patient portal. Please allow **2-3 business days** for response.

## Urgent matters:

Please call our office to speak with your provider's medical assistant. If your urgent matter occurs after office hours, our answering service will contact an on-call provider to speak with you.

## Emergencies:

Call 9-1-1 or go to your nearest emergency room.

## How we communicate with you:

Sometimes your providers, MA or the CIH administrative team will need to communicate important information to you. If this information is health-related, it will come through the patient portal or by phone. Event announcements, the CIH blog/newsletter and practice updates, closing, changes, etc. are sent electronically via your registered email account.

# USING THE PATIENT PORTAL

Registering with the Patient Portal is **required for all patients** in our practice. This is the main way for you and your provider to communicate regarding labs, visit summaries, and prescription refills.

It also allows you to schedule follow-up appointments, view billing invoices or receipts, and pay online.

## When to use the Patient Portal

- Request appointments online
- Communicate with our staff and your practitioners
- Access your labs, visit summaries and practice announcements
- Refill prescriptions (**allow 7 days to fulfill**)
- Pay your bills

# USING THE PATIENT PORTAL (cont.)

## Who to contact via patient portal

- Schedule or cancel appointments: **Wellness Coordinator**
- General questions: **Wellness Coordinator**
- Prescription refills: **Medical Assistant**
- Lab tests or results questions: **Medical Assistant**
- Billing questions: **Capital Integrative Health Billing**
- Annual Plan questions: myCIHplan@cihealth.org

## Logging into the portal

There are 2 ways to access the patient portal:

1. Access the portal through the CIH website, [www.cihealth.org](http://www.cihealth.org). Then click on the **“Patient Portal”** link on the website’s navigation bar to directly link to the portal.
2. Visit <https://phr.charmtracker.com/login.sas> which is the direct login page to the portal.

Please note that the Patient Portal only works with certain browsers. For the best experience logging into your portal, we recommend using **Google Chrome**.

### Portal Troubleshooting

Some people block “Pop-Ups” on their web browsers to avoid advertisements as they surf the web. This may also interfere with your ability to open the portal.

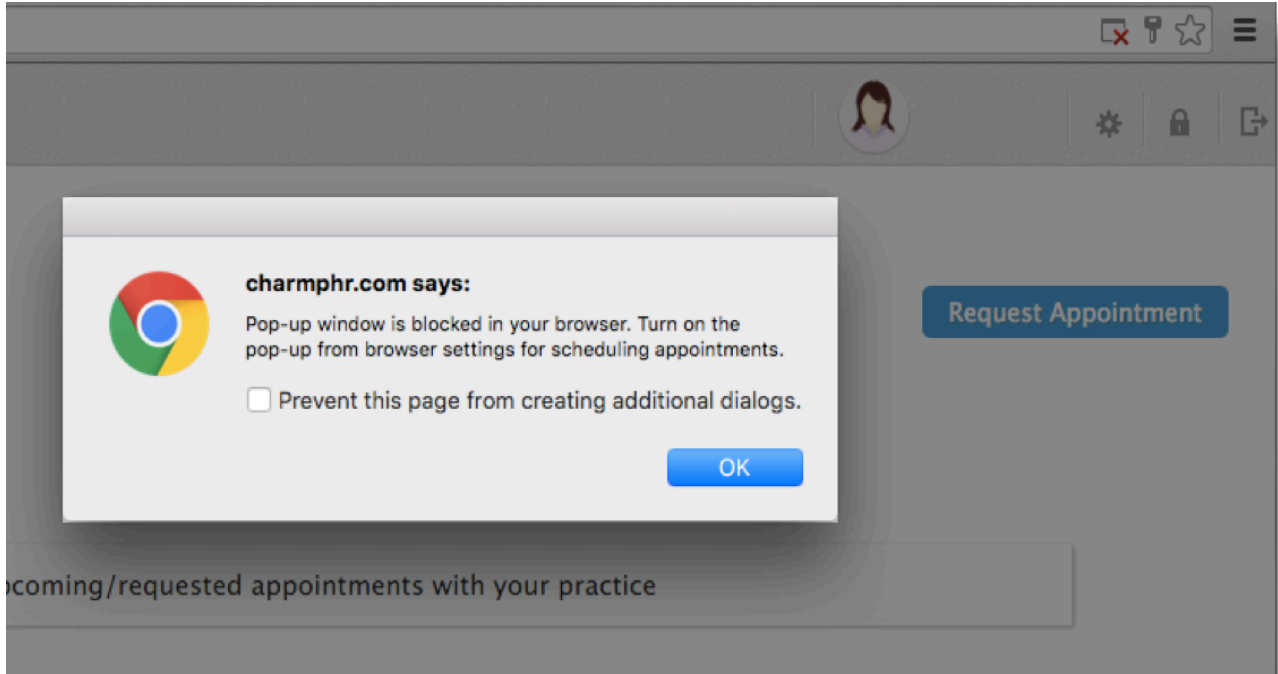
To interact fully on the portal, **you will need to enable “Pop-Ups”** for the Patient Portal site.

Should you encounter this issue, please follow the steps below. The screen shots will show you what to look for so that you can make the appropriate changes to your browser settings.

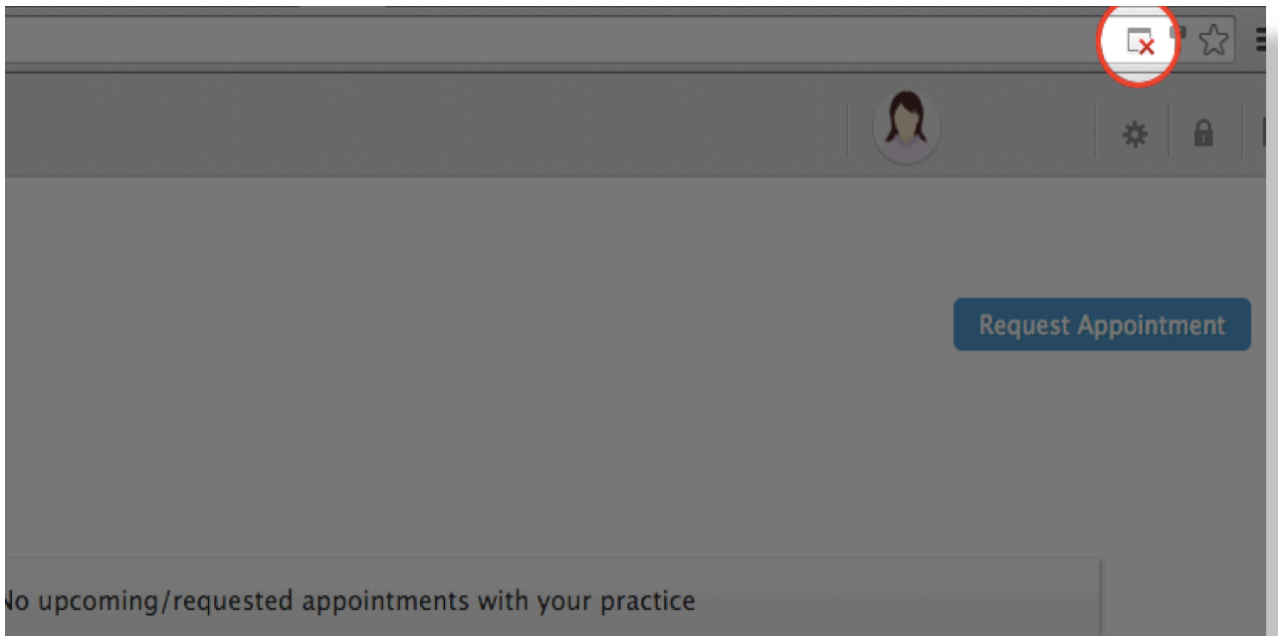
If you find that you still have trouble, please contact our Wellness Coordinators at 240.504.5110 who will help walk you through the process.

# USING THE PATIENT PORTAL (cont.)

1. If you get this pop-up dialog box as you log on ...

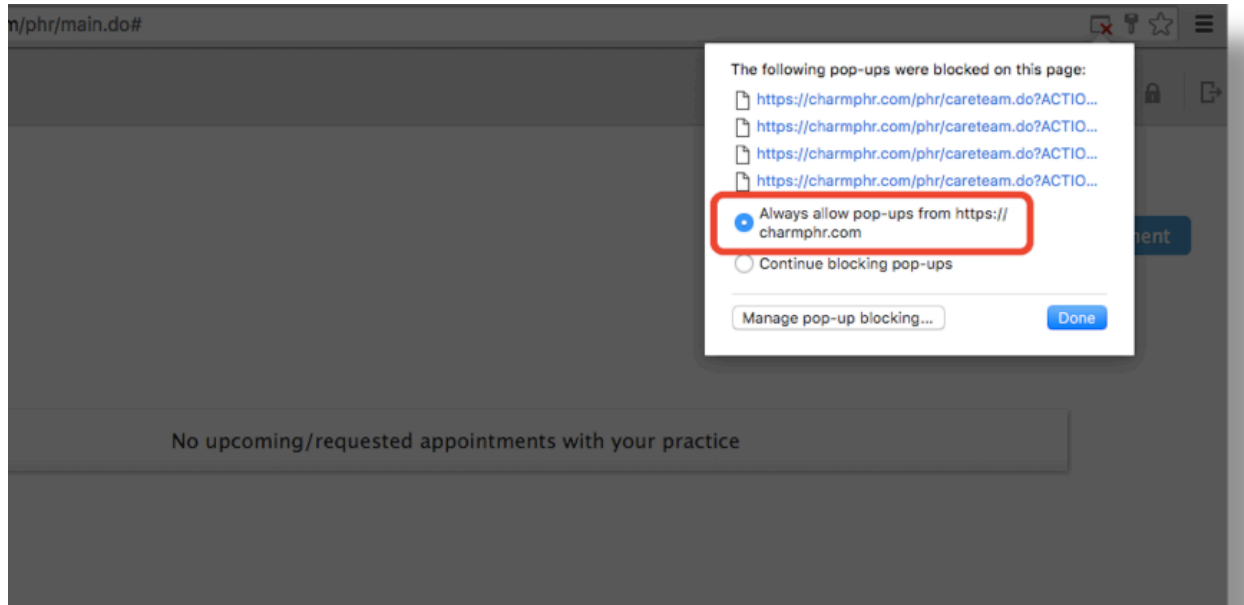


2. Look for the small icon with an "x" in the right corner of your browser



## USING THE PATIENT PORTAL (cont.)

3. Click on the icon and initiate the drop down menu. Then make the selection shown below and click the 'done' button.



## UNDERSTANDING LABS & TEST KITS

CIH offers access to both standard and progressive (Functional) lab tests. Your provider may have your blood drawn at our onsite Labcorp lab or give you specialty lab 'test kits' for you to complete in the comfort of your home.

### Purpose

At CIH we practice 'root cause medicine' which means that we want to get a **full picture** of how your body functions instead of automatically treating symptoms with pharmaceutical drugs. This approach allows you to truly heal from the inside out. The labs and test kits provide an in-depth roadmap of your body's functioning so that your provider can create an individualized, more effective treatment plan with you.

### Timing

Most traditional lab results arrive within **1-2 weeks**. Specialized/functional test results typically take **4-6 weeks** to return. Once your provider reviews your results, he or she will share them with you through the patient portal. If your results indicate a time-sensitive matter, your provider will be in touch directly.

# UNDERSTANDING LABS & TEST KITS (cont.)

## Costs

Labs & Test Kits can vary in price depending on your health insurance plan. We have worked with Functional Laboratories to obtain discounted pricing for a majority of non-Lab Corp tests we order. For tests where we have identified better insurance coverage, the lab will submit to your insurance. Your lab costs are ultimately determined by the Lab and your insurance company. You will be responsible for your co-pay/deductible based off your plan.

## YOUR CIH TEAM

We have designed CIH to be a **complete health and wellness clinic** rich with support for your whole self. Many of our patients seek treatment from multiple practitioners. The synergistic and collaborative nature of our treatments reinforces and accelerates your healing.

### Structural Healing

- ❖ Kari Willford, LMT, Myofascial Release, Thai Massage
- ❖ Juliya Ivanilova, LMT, Myofascial Release

### Mental/Emotional Healing

- ❖ Diane Gilman, PsyD, Holistic Mental Health Care
- ❖ Lisa Moussa, RN, Stress Management & Integrative Health Coach

### Energetic Healing

- ❖ Elizabeth Baer, L.Ac M.Ac, Functional Acupuncture
- ❖ Justine Short, Dipl. OM M.Ac, Acupuncture & Herbs

### Nutritional Healing

- ❖ Katie Morra, MS, RD, CDN Functional Nutrition

### Functional Medicine & Primary Care

- ❖ Andrew Wong, MD
- ❖ Sandra Delistathis, MD
- ❖ Marna Regehr, FNP

### Integrative Oncology and Naturopathy

- ❖ Aminah Keats, ND FABNO, Naturopathic Oncology



# BUILDING YOUR COMMUNITY

According to noted spiritual teacher Thich Nat Hanh, “community is the guru of the future.” We invite you to take part in the CIH community through lectures, group classes, our blog/newsletter and other events.

Events will be posted online at [www.cihealth.org/new-events](http://www.cihealth.org/new-events) and will be announced in our online newsletter.

## ADDITIONAL RESOURCES

Please continue to use our website, blog and social media as resources:

- [CIH Website](#)
- [CIH Facebook](#)
- [CIH Blog](#)
- [CIH FAQs](#)

Here are a few links to additional helpful policies and handouts:

- [Cancellation Policy \(scroll to bottom of page\)](#)
- [HIPAA Privacy Policy](#)
- [Annual Physical Exam Policy](#)
- [Specialty Test Kit Handout](#)
- [Financial Policy](#)

## NAVIGATING THE INSURANCE LANDSCAPE

Dealing with Insurance is confusing for most patients. Though every plan is different, there are some basic terms that every patient should understand when using insurance at our practice.

### Health Insurance Deductible

- ❖ Your Health Insurance Deductible is the amount you are required to pay **before** your insurance will cover any portion of your health care costs.
- ❖ CIH will submit claims for your office visits and any procedures to your insurance company. The Insurance company will then apply the appropriate amount until your deductible is reached.

# NAVIGATING INSURANCE (cont.)

- ❖ Until you reach your deductible, the insurance company **will not pay** for your visits. You will therefore be responsible for paying for your visit and will be billed directly from our office. The amount of the invoice will be the amount that is not covered by your insurance carrier. All practitioners are legally bound to collect the deductible owed to them through their contract with the insurance carrier.
- ❖ Some insurance plans do not have a deductible.

## Allowed Amount

- ❖ The term Allowed Amount refers to the amount that insurance is **willing to pay** for any procedure or office visit.

## Health Insurance Co-Insurance

- ❖ Health Insurance Co-Insurance is the percentage of the remaining costs you must pay **after** you reach your deductible.
- ❖ CIH will submit claims for your office visits and any procedures to your insurance company. Once your deductible has been met, the insurance company will pay all or a portion of the **allowed amount** of the claim. The remaining amount you owe is your **Co-Insurance**.
- ❖ Co-Insurance will be either collected at the time of your service or will be billed to you from our offices once your insurance carrier has reimbursed your provider.

## Health Insurance Co-Pay

- ❖ Health Insurance Co-Pay is a flat fee that you pay each time you visit the clinic **after** you reach your deductible. Some plans do not require a Co-Pay.
- ❖ In most cases, if you have a Co-Pay you will not have co-insurance also.

## Explanation of Benefits (EOBs)

- ❖ This is the document you receive from your insurance company that explains the amount it has covered for any office visit or procedure. EOBs also explain what is wrong with a claim if it is denied.

# Notes