



206.257.5817 PH
206.257.5819 FAX
105 NE 56th Street
Seattle, Washington 98105
www.tilianaturalhealth.com

NATUROPATHIC MEDICINE FOR THE WHOLE FAMILY

Client Fees and Payment Policies of Tilia Natural Health

We plan for your experience at Tilia Natural Health to be an excellent one. To further that goal, we want you to be fully informed of our payment policies. Full payment at the time of service is required for all supplements, copays and any service not billed to insurance. In special circumstances, the doctor may arrange differently.

We accept payment by cash, check, or MC / Visa / debit card. Checks that are denied for lack of funds will incur a fee of \$35.00. A minimum billing fee of \$2.00 or 15% APR, whichever is greater, is added to any unpaid balance. We reserve the right to make changes in our fees and/or policies without advance notice. We are committed to providing quality economical health care. Prices for payment at time of service represent an average 15% discount from regular rates.

1. **First Office Call**

This is generally an extended visit. Rates vary by complexity and time taken.

First visits are available by phone. Phone charges and time spent in addition to the phone visit for sending supplies or paperwork will be additional.

2. **Return Office Calls**

Visits longer than 30 minutes are billed as an **Extended Return Office Call**. Rates vary by situation.

3. **Physical Medicine**

Craniosacral Therapy, Visceral Manipulation, and Massage Therapy are billed in 15-minute increments.

4. **Phone/ Email Consults** **Email correspondence is not appropriate for urgent medical needs**

Phone and consultations are provided for established clients only, unless a new client lives out of the area.

- Phone calls and emails regarding an existing health issue that require more than 10 minutes of attention from your physician will incur a fee. A longer length of time spent responding to health concerns will increase the fee.
- Phone calls and emails regarding a new health issue, regardless of the length of time or attention required, will also incur a fee.
- Email consultations that require multiple communications will incur additional charges.
- Phone and email charges are not billable to insurance, including PIP and L&I.
- Email consultations are responded to within 72 business hours
- This fee is not charged when you require clarification of on-going therapy or when the doctor has asked you to contact them.

5. **Emergency Pager:** \$ 75.00

In cases of medical emergency, the doctor is available 24 hours a day by emergency pager. PIP and L&I insurance do not cover this expense—this fee is your responsibility.

6. **Cancellation Charge: We require 24 hours notice, received during our normal business hours, for canceled or rescheduled visits, or a charge will incur.** There is no charge for visits canceled with 24 hours notice. Half the cost of the scheduled visit will be charged for cancellations with less than 24 hours notice. Full fee is charged if no notice is received. This charge is your responsibility.

7. **Normal Business Hours:** Our out-going phone message will alert you to any change in our hours, and provide you with emergency contact numbers. Urgent messages left during our stated business hours for the day will be responded to within that day. If you have an urgent medical need, you may choose to page the doctor and pay the pager fee.



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8. **Insurance:** All charges incurred at our office are your responsibility, regardless of insurance coverage. You are responsible to know your coverage. There is an insurance benefits worksheet on the Tilia website should you need help with coverage questions.

Dr. Laura Walton's practice is currently cash-only and full payment for all charges is required at the time of service. If you have out-of-network insurance coverage for naturopathic care and you wish to submit a bill to request reimbursement for services, please ask for a **superbill** from the doctor during each visit.

Dr. Alicia Cole's practice is currently accepting insurance from the following companies, in addition to accepting cash-only patients: **Aetna, Cigna, First Choice, Lifewise, Premera, Regence** and **Uniform**. You are responsible for your copay at the time of service. Tilia Natural Health will submit, on your behalf, to your insurance company for reimbursement for services. You are responsible for deductible and coinsurance amounts.

Dr. Carolyn Fuller's practice is currently accepting insurance from the following companies, in addition to accepting cash-only patients: **Aetna, Cigna, First Choice, Lifewise, Premera, Regence** and **Uniform**. You are responsible for your copay at the time of service. Tilia Natural Health will submit, on your behalf, to your insurance company for reimbursement for services. You are responsible for deductible and coinsurance amounts.

Generally, insurance does not reimburse for nutritional supplements.

L&I and PIP Accident Claims: Tilia Natural Health will bill for L&I and PIP claims regardless of which provider you see. In the event that your PIP coverage does not fully cover service received at Tilia Natural Health, you are responsible for payment. PIP coverage generally does not cover medications. These must be paid for at the time of purchase. Tilia Natural Health accepts L&I payments as payment in full for a claim that has been authorized by the Department of Labor and Industries. If payment is denied, you will be responsible for payment of all charges for service received.

9. **Purchase & Return of Pharmacy Items/ Products:** All pharmacy items must be paid for at the time of purchase. Credit on account will be given for unopened items in perfect condition if returned within 30 days. No credit will be given for items returned after 30 days. Refunds cannot be made. Injectables, injection supplies, products packaged in the clinic, refrigerated products, homeopathic remedies (including UNDA) and birth control devices cannot be returned.
10. **Mailing of Pharmacy Items:** We will mail you items for which you have pre-paid, including a minimum handling fee of \$5.00 plus postage. Unfortunately, we cannot be responsible for your reception of these items. No refund can be made nor replacement sent if the items fail to reach you.

I agree to make payment according to the policies of Tilia Natural Health. I understand that payment is due in full at the time of service except if I am seeing a doctor contracted with my insurance company. By receiving a service at Tilia Natural Health I am agreeing to pay for that service even if my insurance company denies payment. I give permission for the release of information requested by my insurance company to assist in processing my insurance claims.

Patient Name (Please Print)

Patient / Representative / Parent Signature

Date