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NATUROPATHIC MEDICINE FOR THE WHOLE FAMILY

Tilia Natural Health Policies and Fees

We plan for your experience at Tilia Natural Health to be an excellent one and wish to fully inform you of our fees and payment policies.

PAYMENT

- We accept payment by cash, check, or MasterCard / Visa / debit card.
- Checks denied for lack of funds will incur a fee of \$35.00.
- All balances must be paid within 30 days of the invoice date. Balances over 30-days past due will be charged to your card on file. If that charge is denied, you will be invoiced at the end of the month.
- A minimum billing fee of \$10.00 or 2%, whichever is greater, will be added to any unpaid balance that is over 30 days past invoice.
- Payment plans are available upon request, though balances over \$500 will continue to incur interest.

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We reserve the right to make changes to our fees and/or policies without advance notice.

INSURANCE

All charges incurred at our office are your responsibility, regardless of insurance coverage. You are responsible for knowing the terms of your insurance coverage.

- Dr. Eastman's practice requires full payment at 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** at each visit.
- Dr. Wells is an in-network provider for Regence, Premera, First Choice Network, and FedMed. She is happy to see patients as an out-of-network provider. She provides courtesy billing for patients with out-of-network insurance; payment for the first appointment is taken at the time of service.
- **PIP and L&I Accident Claims:** 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 does not work with L&I claims.
- **Non-covered services** – Charges are based on time billed at \$250/hour
There are a number of services or activities you may request or require which are not usually covered by your insurance plan. These services include emails, reports, forms, letters and extended phone conversations with an attorney, employer, insurance staff or non health care entity. These services require your private payment and will not be submitted to your insurance. Some forms may require special evaluations prior to completion e.g. disability form which ask for physical, cognitive or psychological evaluations. These evaluations usually require payment at time of service. We will confirm your need for payment before completing these services.

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COMMUNICATION

- **Off hours** – An off-hours number is available for contacting each doctor when they are not in-office. If your provider plans to be unavailable, the office voicemail will alert you to who should be contacted instead. **There is a \$75 fee for this service.** Phone calls are generally not billable to insurance.
- **Texting** – Text messages are not received or reviewed on the clinic phone. Text messages directly to your provider are never accepted as a form of communication, regarding either your own or another's healthcare.
- **EMAIL – Email correspondence will not be accepted for urgent medical needs.**
Short emails clarifying follow-up on treatment plans or *as requested by your provider* are free of charge. Emails are reviewed and responded to in the order in which they were received. It may take **up to 1 week** for your doctor to be able to respond. Email is not the best way for your provider to assess any new health symptoms or concerns. Please call to make an appointment.

Email consults, as appropriate, are available for a fee of \$250 per hour. They are usually not billable to insurance, though your plan may have coverage.

- **Phone Consults** – Phone consults are available for established clients. There is a minimum \$45 fee for this service, unless covered by your insurance as an in-network service.

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