

# UPPER VALLEY NATURAL HEALTH CENTER

## Welcome Letter

Welcome to the Upper Valley Natural Health Center. We have created this packet to prepare you for your first visit and to familiarize you with our office policies. If you have any questions, please contact us at 802-281-6989.

In order to provide you optimal care, we set aside 60 minutes for pediatric new patients and 90 minutes for adult new patients. We ask that you budget for this time with an additional 15 minutes at the end of your appointment for any additional administrative work, such as arranging for laboratory testing.

Please arrive 5 minutes before your first appointment and bring:

1. **The enclosed New Patient Form.** Please take the time to fill out this form thoroughly before your arrival (30 minutes for all 8 pages).
2. **A complete list of medications and supplements**, including dose and frequency. There is a place in the enclosed paperwork for this. Also, please bring the actual bottles of drugs and supplements so that the ingredients can be reviewed.
3. **Copies of any lab work or imaging reports pertinent to your complaint(s).** If you need a records release form so that records can be faxed from another provider or facility, please let us know.
4. **Health Insurance card(s)** and **Health Savings Account** debit card (if applicable).

## UVNHC Patient Policies

### FINANCIAL POLICY

Payment for physician services, laboratory tests and natural medicine dispensary items are due at time of service or upon receipt for mailed items. Payments may be made by:

- Health insurance – for approved medical and laboratory services only. You are responsible for paying all co-pay, co-insurance, and deductible amounts as defined by your plan. **You are also responsible for knowing the extent of your insurance coverage (see below).**
- Cash
- Personal check
- Credit and Debit Cards (Visa, Mastercard, American Express, and Discover)
- Health Savings Account cards

Please let us know in advance if you have an HRA and your employer will be paying for your deductible.

### LATE ARRIVALS

We work hard to stay on time, but please be assured that if we are running a few minutes late, you will still receive your full appointment. Likewise, we ask you to arrive punctually for your appointments to ensure your full time allotment. If you are more than 15 minutes late, we reserve the right to give your appointment to another patient.

### CANCELLATION POLICY

We strive to accommodate patients' needs by scheduling appointments as soon as possible. As a courtesy to our operations and other patients waiting for appointments, we require a minimum notice of 24 hours if you need to cancel or reschedule your appointment. Failure to cancel with adequate notice will result in a \$50 late cancellation fee. This fee is not billable to insurance and therefore is your financial responsibility.

## **HEALTH INSURANCE BILLING POLICY**

Dr. Becky is an in-network, specialist provider with the following insurance companies:

- BLUECROSS BLUESHIELD OF **VERMONT** and **FEDERAL BC BS**
- GREEN MOUNTAIN CARE (VT Medicaid and Dr. Dynasaur)
- CIGNA
- MVP
- HARVARD PILGRIM (select plans) **HP HMO plans require a referral** from your primary care physician

We are happy to bill these insurance companies if they are your Primary Insurance. However, we cannot guarantee that our services will be covered. Even though Dr. Becky may be an in-network provider with your insurer, **she may not be covered by your individual plan.**

☆ **NOTE: It is your responsibility to determine the extent of your coverage before your visit.**

We recommend that you call your insurance company or HR/Benefits Coordinator to verify that Dr. Becky is an in-network provider for your plan, as well as to confirm that your plan covers naturopathic or alternative medical care. *(Some plans exclude alternative medical care in the fine print.)* You will need her name (Rebecca Chollet, ND) and her National Provider Identifier (NPI 1598881989.) We also recommend that you understand your co-pay, co-insurance and annual deductible obligations, as well as how much of your deductible you have already met before each visit.

☆ **NOTE: We do not bill GREEN MOUNTAIN CARE if it is your Secondary Insurance, unless you sign an agreement accepting full financial responsibility if your Primary Insurance denies coverage.**

☆ **NOTE: MEDICARE does not cover our services. If you require labs or imaging services and Medicare is your primary insurance, you will have to pay out of pocket for tests ordered by Dr. Becky.**

## **EMAIL/PHONE CONSULTATIONS POLICY**

Generally, all medical care is provided in person at our office. On occasion, brief questions pertaining to a **current** treatment may be addressed quickly by phone or email. Any conversation (by phone or email) that requires more than 5 minutes of Dr. Becky's time will be billed directly to you at a rate of \$30 per 15-minute interval or portion thereof. **New** conditions or concerns that have never been discussed with Dr. Becky will require an office visit. Any emergency or after-hours phone call will be charged at the phone consult rate, unless the call is immediately followed by an office visit.

## **TEXT/SMS POLICY**

We do not offer text/SMS communication services. Please do not try to communicate with our office via text.

## **DISPENSARY POLICIES**

For your convenience, we have a natural medicine dispensary stocked with herbs, nutritional supplements, and homeopathic remedies. We only dispense items prescribed to you.

- **Returns:** we do not accept returns of dispensary items except for defective items or items dispensed in error. These may be returned for a full refund.
- **Special Orders:** we endeavor to stock the majority of natural medicines that we might prescribe. However, on occasion, we may offer to special order an item or a compounded preparation for you. Once you have agreed to a special order, you are financially responsible for the item, as we cannot return it.

We look forward to building a partnership with you to cultivate your health naturally!

*Dr. Becky Chollet and staff*