

# 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, to explain the nuances of health insurance coverage, and to familiarize you with our office policies. If you have any questions, please contact us at 802-281-6989.

In order to provide optimal care, we set aside 60 minutes for new pediatric patients and 90 minutes for new adult patients. This allows for any additional administrative work, such as arranging for laboratory testing and dispensing natural medicines, at the end of your visit.

**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 11 pages).
2. **A complete list of medications and supplements**, including dose and frequency. There is a place in the enclosed New Patient Form 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).** Dr. Becky has direct access to the Dartmouth-Health electronic medical record system. You may also request a records release form so that records can be faxed from another provider or facility.
4. **Health Insurance card(s) and Heath Savings Account** medical debit card (if applicable).

### UVNHC Patient Policies

#### FINANCIAL POLICY

Payment for physician services, in-office laboratory tests and natural medicine dispensary items are due at time of service or upon receipt. 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 determined by your plan. **You are also responsible for knowing the extent of your insurance coverage** (see below).
- **Cash, Personal Check, or Credit/Debit Card (Visa, Mastercard, American Express, Discover)**
- **Health Savings Account (HSA), Heath Reimbursement Arrangement (HRA), or Flexible Spending Account (FSA)**  
Please tell us in advance if you have an HRA and your employer will be paying for your deductible.

If you'd like to keep a credit card on file with us, please let us know.

#### CANCELLATION POLICY

We require a **minimum notice of 24 hours** if you need to cancel or reschedule your appointment. We send email appointment reminders (or voicemail if requested) on the business day before your visit. Failure to provide us adequate notice will result in a **\$50 missed appointment fee**. This fee is not billable to insurance and is your financial responsibility.

## **LATE ARRIVALS**

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

## **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 provider**

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 health insurance company directly to verify that Dr. Becky is an in-network provider **for your plan**, as well as to confirm that your plan covers naturopathic physicians. (*Some plans exclude alternative medical care in the fine print.*) When you call, provide the health plan representative with the following information:

- **Provider Name:** Rebecca Chollet, ND
- **Provider National Provider Identifier (NPI #):** 1598881989
- **Provider NPI Taxonomy:** 175F00000X (naturopath)
- **Type of Visit:** routine evaluation and management office visit or telehealth visit
- **Service/CPT Code: New patient visit:** 99202, 99203, 99204, or 99205  
(The specific code cannot be determined until *after* the visit.)

**Make a note** of the date and time of your call, the representative's name, and their complete answer. **Ask for their answer in writing** (email).

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. Your health plan representative can help you with this.

⇒ **NOTE:** We do not bill GREEN MOUNTAIN CARE (VT MEDICAID and DR. DYNASAUR) as a Secondary Insurance unless you sign an agreement accepting full financial responsibility for all co-pays and in the event that your Primary Insurance denies coverage.

⇒ **NOTE:** We do not bill any insurance company for which Dr. Becky is out-of-network.

⇒ **NOTE:** MEDICARE does not cover our services, so we cannot bill MEDICARE, MEDICARE ADVANTAGE plans, or any MEDICARE supplemental plan.

⇒ **NOTE:** If MEDICARE is your Primary Insurance and you require labs or imaging services, you may have to pay out of pocket for tests Dr. Becky orders.

## **TELEHEALTH POLICY**

We do offer telehealth video appointments via an easy-to-use, secure, HIPAA-compliant video platform, as well as audio-only telehealth appointments via phone. However, since the end of the pandemic, many insurance companies have reduced their telehealth coverage – meaning they reimburse only a fraction of the equivalent in-person visit. Because of this, we are now asking that **telehealth appointments be reserved for times when:**

- Travel to the office is difficult due to lack of transportation, inclement weather or physical mobility issues
- You or a close contact is sick with an infectious respiratory illness (unless you need to be evaluated for that illness).

## **EMAIL POLICY**

Generally, all medical care is provided in person at our office or via telehealth. Brief questions pertaining to a current treatment may be addressed by phone or email for free if they require less than 5 minutes of Dr. Becky's time.

- Emails 5 minutes or longer are billed directly to you at a rate of \$45 per 15-minute interval.
- Phone conversations 5 minutes or longer are billed as an audio-only telehealth visit.
- Emergency / after-hours phone calls are billed as an audio-only telehealth visit unless immediately followed by an office visit.
- **Conditions or concerns that have never been discussed with Dr. Becky always require a visit.**

## **TEXT/SMS POLICY**

Unfortunately, we do not offer text/SMS communication services.

Please do not text our office or after-hours phone or expect any communication from us via text.

## **DISPENSARY POLICY**

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

- **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 most of the natural medicines that Dr. Becky 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 because we cannot return it.

## **MASKING AND RESPIRATORY ILLNESS POLICY**

Dr. Becky has a genetic immunodeficiency that makes her vulnerable to prolonged illness from respiratory infections. While we no longer require masking in our office, we ask that you wear a mask in our office or switch to a telehealth appointment if you or a close contact (member of your household) have a contagious respiratory illness. We keep a supply of adult and child masks on hand for all who need them.

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

*Dr. Becky Chollet and Shari*

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