

Christine M. Bowen, N.D.

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CLINIC POLICIES

In order to establish clear communication and understanding, the following are our office policies regarding fees, payments and scheduling.

FEES. A copy of the fee schedule for our services is available upon request. Reduced rates may apply to those who do not have insurance coverage. Please understand that extended phone conversations (3 minutes or more) and home visits will need to be paid out of pocket for insurance does not reimburse for these services

- All laboratory tests will be billed to the patient by the laboratory or sent through insurance.
- All materials used, which Dr. Bowen has to pay for, will be billed to the patient. Additional copies of labs, treatment plans or other paperwork may be subject to a copy fee.

INSURANCE. Dr. Bowen currently accepts Premera, Lifewise, Aetna, Uniform, Cigna, Regence, and First Choice Health insurance. If you have insurance, you are responsible for any co-pays, co-insurance, deductibles, non-covered services or any other patient responsibility. Each person's insurance policy is different from the next; please check with your insurance company to ensure you are covered. If you are seeing Dr. Bowen as an out of network provider, Dr. Bowen may be able to provide a bill that you can submit to your insurance company for possible reimbursement.

- **If you are a patient with an 'in-network' insurance company, we cannot bill you as a cash patient. (Regardless of high annual deductibles)**

PAYMENT. Payment is due at the time of service for office visits and pharmacy products that are not covered by insurance. Dr. Bowen accepts checks, cash, credit card (Visa, Mastercard and Discover) and money orders. Invoices and receipts are available by request.

RETURNED CHECK FEE. There is a \$25 fee for each returned check.

APPOINTMENT CANCELLATIONS. Any appointments cancelled without 24 hours notice will be billed \$50.00. Any no-show appointments will be billed the full amount of the visit. These visits will be billed as cash patient for we cannot bill these missed services to insurance.

- With the increased volume of patients, please arrive 5-10 minutes prior to your appointment. Late patients will be charged for the full price of the original appointment time.

PHONE CONSULTS. There is no charge for brief questions that can be answered by the staff or a doctor. If you are calling about a new or more involved health concern, you may be asked to schedule an appointment or you may be charged for a phone consult. Phone consult rate = \$35.00 per 15 minutes.

RETURNED MEDICINE. You may return unopened medicine within thirty days of purchase for a refund except for the following items: any acidophilus products, suppositories, compounded hormones and amino acids, and specially ordered or assembled items.

We maintain a scent-free environment, out of respect for patients with allergies and sensitivities. We ask that you refrain from wearing perfumes and colognes on the days that you will be visiting the clinic. If you smoke, we also ask that you refrain from smoking immediately before entering the clinic.

All fees are subject to change and patients will be kept abreast of these changes.

If you have any questions regarding these guidelines please feel free to ask.

I agree to the above clinic policies.

Signature

Date