



Elisa Song, MD | Donna Ruiz, MD | Suruchi Chandra, MD | Christina Peretz, MD | Kandice Stellmon, NC

## Whole Family Wellness Policies

### Payment for Services

Payment for services rendered is due in full at the conclusion of each visit. Payment for each visit is the responsibility of the adult who accompanies the patient if that patient is a child or adolescent. Payment methods accepted are cash, check, Visa, and MasterCard.

### Insurance and Our Services

Whole Family Wellness is not contracted with any insurance companies. We believe that this is the best way to ensure that we can provide you with the time and care that you need during each visit. However, most of our services should be covered as an out-of-network provider if you belong to a PPO-type insurance plan. In addition, services may apply towards qualified medical expenses if you have a Health Care Reimbursement Account (HCRA) through your employer or a Health Savings Account (HSA) or Flexible Savings Account (FSA). Please check with your insurance company regarding the specific percentages of coverage that apply to your particular insurance plan, and with your employer or accountant for details of your HCR, HAS, or FSA.

As a courtesy, we will submit claims to your primary medical insurance carrier for each visit. We do not submit claims to your secondary medical insurance carrier. You are financially responsible for all services rendered by our office at the time of visit, and will be reimbursed for covered services directly by your insurance carrier. You are advised to know your policy coverage and limitations. Whole Child Wellness does not provide follow-up with your insurance company. It is your responsibility to contact your insurance company for any required actions regarding outstanding claims.

### Outstanding Balances

A \$10 rebilling fee will be assessed on all unpaid balances after 30 days and each month thereafter until the balance is paid. If your account is not paid within 90 days of the date of service and no financial arrangements have been made, you will be responsible for all legal fees, collection agency fees, interest charges and any other expenses incurred in collecting your account.

### Late Arrivals and Cancellations

Our time is reserved exclusively for your care during your scheduled visit. If you are late for your visit, your visit will end at the scheduled time to avoid delaying the next patient and you will still be charged for the full appointment fee as scheduled.

We have a 2-business-day cancellation policy. If you cancel an appointment less than 2 business days prior to your appointment you will be charged a fee that represents 50% of the cost of your scheduled appointment. If you cancel less than 1 business day before your appointment, or fail to show for your appointment, you will be charged a fee that represents the full cost of your scheduled appointment.

### Credit Card Guarantee

All appointments require a credit card guarantee against late cancellations and missed appointments.



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## Fees

We strive to minimize the cost of medical care, and are committed to providing cost-effective, quality healthcare. A detailed intake questionnaire and medical records are required prior to the initial visit. Consultation fees include the time necessary to carefully and thoroughly review each patient's history, questionnaire(s), medical records, and lab data. Fees may change without notice.

## Pediatric Appointments

Initial pediatric well visits are scheduled for 1 hour. Initial pediatric consultations are scheduled for 1½ hours, with additional time needed for check-in and check-out. Follow-up visits vary between ½ - 1½ hours, depending on progress and additional concerns that may arise. Pediatric well-visits are scheduled for ½ hour, and teen well visits are scheduled for 45 minutes. Sick visit duration is guided by complexity and the time needed to address all concerns.

## Pediatric Fees

- New pediatric/teen well-visit (1 hours) \$320
- Established pediatric well-visit (½ hour) \$160
- Established teen well-visit (45 minutes) \$240
- New patient consultation (1 - 1½ hours) \$320 - \$480, depending on time used
- Established patient consultation (½ - 1 hour) \$160 - \$320, depending on time used
- Sick visits for established pediatric patients
  - Regular (approximately 15 min) \$110
  - Detailed (approximately 30 min) \$160
  - Comprehensive (approximately 45 min) \$240
  - Complex (approximately 60 min) \$320
- Shot only visit \$45
- Telephone/online consultation \$80 per 15-minute increment for any time over 10 minutes
- Acupuncture for established patients \$110

## Pediatric Complex Medical Condition Fees

Some complex medical conditions require extensive preparation by our doctors for a new patient's first two visits. These conditions include autism, PDD-NOS, asperger's syndrome, ADHD/ADD, sensory processing and integration disorders, developmental delay, neurologic disorders, and any patients with extensive past medical histories. Because of this extra preparation, the first two consultations for these conditions are billed as follows, after which the established patient consultation rates listed above apply:

- Complex condition initial consultation and first follow-up appointment (1 - 1½ hours) \$420 - \$580, depending on time used

## Adult Appointments

We provide all new adult patients with a 2-visit initial consultation that includes preventive care to optimize wellness and focused care to address any ongoing or current health concerns. Each of the two visits is scheduled for 90 minutes in length. Prior to your first visit, a thorough review is conducted of your past medical history, including a review of your new patient questionnaire, past medical records, specialist consultations, laboratory tests and diagnostic procedures. Because many adult patients will have extensive medical histories, it is requested that all previous medical records be sent as far in advance of your first visit as possible. After this first visit, personalized recommendations will be developed for further laboratory and diagnostic evaluations, initial dietary changes, nutritional supplementation and pharmaceutical medications as necessary. The second visit will begin with a thorough review of all diagnostic and laboratory testing that was performed to identify any underlying core imbalances that are contributing to your particular symptoms and health concerns. An individualized, comprehensive and collaborative plan is then developed to meet your unique healthcare needs and continue your journey towards wellness. Additional follow-up visits vary between ½ - 1½ hours, depending on



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progress and additional concerns that may arise. Sick visit duration is guided by complexity and the time needed to address all concerns.

### Adult Fees

- New adult 1<sup>st</sup> visit (1½ hours) \$580
- New adult 2<sup>nd</sup> visit (1 – 1½ hours) \$420 - \$580, depending on time used
- Established adult visit (½ – 1½ hours) \$160 - \$480, depending on time used (\$320/hr, billed in 15-minute increments)
- Sick visits for established adult patients
  - Regular (approximately 15 min) \$110
  - Detailed (approximately 30 min) \$160
  - Comprehensive (approximately 45 min) \$240
  - Complex (approximately 60 min) \$320
- Shot only visit \$45
- Telephone/online consultation \$80 per 15-minute increment for any time over 10 minutes
- Acupuncture for established patients \$110

Some urgent visits require more extensive follow-up with laboratory testing and specialist consultations. The fee will depend on the complexity of the visit and time spent. Additional fees also apply for any procedures that may be performed during your office visit. These include, but are not limited to, vision screens, rapid strep tests, rapid influenza tests, urine dipsticks, hemoglobin analysis, nebulizer treatments, pulse oximetry, hemocult tests, removal of impacted earwax, umbilical granuloma cauterization, suture/staple removal, EKG, abscess incision and drainage, IUD insertion/removal, urine pregnancy test.

### Nutrition Consultation Fees

- New patient consultations with dietary assessment (1½ hours) \$260
- Established patient consultations (½ - 1 hour) \$80 - \$160, depending on time used

### Telephone and e-mail

Appointments for telephone consultations are available for existing patients during regular business hours. In general, there is no charge for brief telephone calls for uncomplicated urgent questions. For non-urgent matters that would best be attended to during an appointment, we request that you either (a) schedule an in-person or telephone consultation or (b) hold your question until your next appointment. This generally applies to questions that change the course of care or take longer than 10 minutes to respond to either by phone or email.

Non-urgent calls that occur after hours or on weekends, or more extended telephone consultations over 10 minutes that occur at any time, will be billed at the same consultation rate as in-person visits and charged to your credit card on file.

***After-hours calls should be limited to urgent issues and emergencies.***

We are currently available for brief questions by e-mail. E-mails which take over 10 minutes to read and reply will be billed at the in-person consultation rate and charged to your credit card on file. Please do not write any urgent e-mail

messages that require same-day attention. By sending an e-mail, you acknowledge and agree that a prompt reply is NOT required, expected, or contemplated.

All telephone/e-mail consultations require a credit card guarantee, which will be charged for time spent over 10 minutes, prorated in 15 minute increments.



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## Test Results

The practitioners at Whole Child Wellness may order lab tests as deemed appropriate in the management of your/your child's care. Your practitioner will review each of the lab tests ordered and notify you if any result requires immediate attention. Otherwise, all test results will be reviewed at your next scheduled appointment. It is your responsibility to schedule a follow-up appointment to discuss test results. Results for test kits that are sent to specialized labs generally have a 4-week turnaround time, so please be sure to schedule a lab review appointment for 4 weeks from the time that you submit all test kits. Copies of lab results will be provided to patients at the time of lab review with your practitioner.

## Medical Record Copies

To request a copy of your medical records, please fill out the "Authorization to Release Medical Information" form that is part of the New Patient Registration Packet and can also be downloaded from the Forms page of our website. The fee for this service is \$30.

## Form Fees and Office Charges

Because of the large amount of form requests we receive and the time required to complete those forms, we charge the following form fees. We will do our best to accommodate your needs and any extenuating circumstances, but please try to allow at least one week for all forms to be completed.

• Missed appointment	100% of appointment fee
• Visit cancellation with less than 1 business day notice	100% of appointment fee
• Visit cancellation with less than 2 business days notice	50% of appointment fee
• Daycare/school/camp forms	\$5
• FSA letters	\$10
• Medical necessity and other more complicated forms and letters	\$15
• Copy of medical records	\$30
• End-of-the-year receipt copies	\$10
• Rush forms (returned same day)	\$10 + regular fee
• Returned check fee	\$30