



Payment Cancellation & Insurance Policy

Payments:

We will expect you to honor the financial agreements you make with Women's Traditional Chinese Healing. If you find that you cannot fulfill the agreement you have made with Women's Traditional Chinese Healing, advise our staff immediately so new arrangements can be made. We do not bill patients. Our policy is that a patient will not have a cash personal balance owing. If any treatment plans are terminated, the balance of any products or services previously provided is due in full upon termination. If payment for professional fees is not paid in full on the day of service, the credit card or check will be automatically charged on the next business day to avoid a personal balance owed unless prior financial arrangements have been made with our office. If funds are unavailable when due, all further services will be suspended until the balance is paid.

Prepayment for services:

To help keep our fees low by avoiding billing costs and to increase time efficiency, all monies prepaid for our services are held in escrow until the service or product is received. There are three main reasons why the office utilizes prepayment for services. First, it saves the patient time and money. Prepayment allows the front desk assistant to complete other tasks other than handling and collecting fees at the end of each patient visit. In this way, less staff is necessary reducing the overhead of the practice and keeping your fees low. It also saves you time not having to stop to pay at each visit. Secondly, prepayment ensures that you get the care that you need. When you schedule your appointment, you are scheduling the physician's time. Since we reserve this time only for you and do not double or triple book appointments as is common in other offices, you are assured of getting the care that you need. Thirdly, if you cannot keep your appointment and provide at least a 24-hour notice to the office your appointment is 100% refundable.

Cancellation/Late Policy:

We have set up a specific course of treatment for you. A certain number of treatments in a set amount of time are required for us to get the results we both desire. Thus, we ask that you follow the guidelines below:

1. If you need to change the time of your appointment, plan to come at another time on the same day.
2. If the same day is not possible, be sure to make up the missed appointment at the earliest time possible within that week to avoid relapses or setbacks in care.
3. If you cancel with less than 24 hours' notice, or if you miss a booked appointment, you will be charged the full price for all services scheduled for that appointment. If you are more than 15 minutes late to an appointment, the remainder of the timeslot may be given to another patient.

Non-Refundable Payment Policy:

All services and herbs purchased are non-refundable. No refunds will be provided for the full or partial price for any used products or services.

Refund Policy on Pre-Paid Treatment Plans:

Refunds are acceptable for "discount prepayment treatment plans". If you do not complete the "course of treatment" (example: 10 sessions) the discount no longer applies. When refunded you will be charged at full rate for each treatment you have used and be refunded the remainder.

Insurance:

We are/are not currently participants of any insurance network (in other words we are considered 'out-of-network providers). If you have out-of-network acupuncture benefits, we can provide you with a "superbill" for services rendered that you can submit to your insurance company. Coverage for herbal and/or nutritional products by insurance is usually not available or limited by most insurance companies. Any reimbursement from your insurance company received by our office for your care is applied toward any outstanding balance. Any credit balance remaining can remain on account or be refunded back to you within 2 weeks.

What am I responsible for paying?

All professional fees are due at the time services are rendered despite medical insurance coverage. Payment for any herbal or nutritional products or supplies is payable upon receipt or before any orders are placed. Once products are prepared or ordered they are non-refundable.

Thank you once again for selecting Women's Traditional Chinese Healing and Integrative Medicine for your care. Should you have any specific questions that have not been answered, please do not hesitate to ask.

Sincerely,

Dr. Stuart S. Shipe, DAOM, R.Ph.

Women's Traditional Chinese Healing and Integrative Medicine