



## **FINANCIAL POLICY**

Thank you for choosing Terrain Integrative Medicine for your naturopathic care. We look forward to a relationship with mutual trust and an opportunity to help you reach your healthcare goals. As you know, payment for services is part of your care and part of our professional relationship. We have developed a financial policy to make these obligations clear from the beginning.

### **PAYMENTS**

Payment is due at the time of service. Terrain Integrative Medicine accepts cash and most major credit cards. We do not accept checks.

In order to streamline our billing and payment system, Terrain Integrative Medicine requires that all patients have a valid credit card on file. The credit card will be entered into our system when you schedule your first appointment with us. Your credit card information is kept on-file using the latest end-to-end encryption security software that our vendor, Bluefin, uses. Our office is PCI-compliant, which means that we place a high priority on the security of cardholder data.

If the credit card we have on file for you changes, please notify us immediately by calling us. If we run your credit card and it is denied for any reason, we reserve the right to charge an additional \$25 administrative fee if we are not able to run a new credit card within 7 days. We will contact you via the phone number you provided for us asking you to contact us with your new credit card information.

### **VISIT PACKAGES**

In effort to make naturopathic care more affordable, we offer visit packages. You can buy 3 visits for \$525, 6 visits for \$900 or 12 visits for \$1500. In addition, hydrotherapy visits are \$40/visit (a \$10 savings) if you purchase 4 or more visits at a time. All fees are due at the time of purchase. Package visits cannot be applied to new patient visits. Unused visits expire after 24 months. Package visits can be shared among immediate family members only. Visits are non-transferable to other individuals outside of your immediate family. Unused visits cannot be redeemed for cash. Visit packages may be purchased as gifts.

We offer a 50% for current college students. If package visits are purchased using this discount, the visits CANNOT be shared with immediate family members. All other stimulations as stated above stand in discounted packages as well. A valid and current student ID is required at time of purchase.

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[www.terrain-med.com](http://www.terrain-med.com)



## **INSURANCE COVERAGE**

We do not accept any insurance at this time. Naturopathic care is not covered by most Colorado insurance companies, Colorado Medicaid or federal insurance plans, such as Medicare. If you would like us to generate a superbill for your visit we are happy to do this upon request.

## **EMAIL CORRESPONDENCE**

Email consultations or seeking medical advice through email is NOT permitted. This is to ensure your safety and HIPPA compliance of patient privacy. Questions regarding medical advice or clarification on recent treatment plan or prescription should be asked via phone or through our patient portal via our electronic medical record system, ChARM. There is a \$15 processing fee for receiving emails seeking additional medical advice, as this needs to be recorded in your medical chart regardless of being answered. Communication via email means you also acknowledge and accept of the known risks to your information privacy.

## **NEW PATIENT DEPOSIT**

Our providers do a lot of work before even meeting you for the first time. This includes things like reviewing past labs and records, and researching all your treatment options. Therefore, new patients are required to pay a \$50 deposit upon scheduling. Once you check in for your appointment this deposit will be deducted from the total cost of your new patient visit. If you do not check in for your new patient appointment or you fail to give at least 24-hour notice before cancelling or rescheduling your appointment, you forfeit your deposit.

## **CANCELLATION POLICY**

It is important to us at Terrain Integrative Medicine to be accessible to our patients. To ensure patients are able to schedule with us in a timely manner, we require at least 24-hour notice when cancelling or rescheduling your appointment. Any appointment cancelled or rescheduled with less than 24-hour notice is subject to a \$50 fee. We reserve the right to charge your credit card on-file for this fee.

## **IN-OFFICE LABS**

Some laboratory tests can be performed in office and do not need to be sent to an outside laboratory. These labs include but are not limited to, urine pregnancy tests, simple urinalysis and blood glucose tests. These tests are an additional fee not included in your visit cost. The cost of these tests will be provided for you before performing the test.

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### **OUTSIDE LABORATORY SERVICES**

Bloodwork and pathology services not performed in office are performed by outside labs which are financially independent of our office. These labs are an additional fee not included in your visit cost. We work with our lab partners to ensure we can provide our patients with the lowest possible prices for those who pay for labs out-of-pocket. If you intend to pay out-of-pocket, we will provide you with an estimate of the cost of ordered labs at your visit. If you would like to try and get your insurance to cover the ordered labs, it is your responsibility to discuss this with your insurance company and the lab.

### **SUPPLEMENTS AND COST OF GOODS**

Supplements are recommended for general health and most conditions. Patients may choose to purchase them at recommended health food stores or via Terrain Integrative Medicine's online dispensaries via Wellevate or FullScript. Patients are financially responsible for the cost of supplements, herbal products, supplies and equipment to be paid at the time of pick up. Special orders must be paid at the time the order is placed. All patients receive a 25% discount on supplements order through the online dispensaries. These are an additional cost and not included in your visit cost. Supplements purchased from our online dispensaries are non-refundable unless the bottle is unopened.

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