



## RESTORE Office and Financial Policies

Welcome to RESTORE Center for Integrative Medicine! Thank you for choosing us for your holistic medical care. We are committed to providing you with quality health services and appreciate your commitment to adhere to our Office and Financial Policies.

***We look forward to meeting you!***

**Specializing in Chronic Disease Care:** RESTORE Center for Integrative Medicine, "RESTORE", specializes in the management and prevention of chronic disease. Therefore, we ask that you have a primary care physician to address acute health problems such as fever, flu-like symptoms, chest pain, or shortness of breath. Our staff is happy to answer any questions you may have about which type of provider will best serve your needs. Our website also has a comprehensive list of services available at RESTORE to help guide you.

**Appointments:** Appointments can be made by calling our office. We are unable to provide walk-in appointments. Same day appointments may be available. We kindly request that new patients arrive 15-minutes prior to their appointment and established patients arrive 10-minutes prior. This is to ensure that your appointment time will not be shortened.

Please be aware that any additional time required for paperwork, dressing or restroom use will have to be deducted from your appointment time. If you arrive more than 15-minutes late, you may be asked to reschedule in order to prevent other patients from experiencing extended wait times.

**24 Hour Cancellation Policy:** Please make every effort to keep your appointments and notify the office at least 24 hours prior to cancel your appointment. Although we understand that things come up, we miss the opportunity to help another patient with late cancellations or failing to show without advanced notice.

Our automated system will send out a confirmation email and text 7 days and 2 days prior to your appointment to give you time to cancel or reschedule if needed. Please do not leave cancellations on our voicemail as these can be missed. **A fee of \$75 will be charged on the second occurrence.**

**New Appointment Cancellations and Prepayment of Appointment:** Your RESTORE providers spend up to an hour reviewing previous records, clinic notes, and your 400 answers to our medical questionnaire prior to every initial visit. If you are a new patient and have had to reschedule your initial consultation with any of our providers twice, you will be asked to **prepay the cost of the initial consult in full prior to rescheduling for the third time. This payment is non-refundable.**

**Controlled Substances and Sleep Medication:** Dr. Aman does not prescribe medications for pain, sleep, or anxiety, including benzodiazepines or other controlled substances. Her goal is to use integrative therapies that avoid the side effects caused by these medications.

**Forms:** You will be asked to complete some or all of the following forms either online at home or in the office. For all new patients, we ask that you plan to arrive 15-minutes prior to your appointment time so that we may complete the registration process and prepare your electronic chart.

New Patient Medical Questionnaire (all patients must complete online 24 hours prior to appointment-available online in Patient Portal)

Office and Financial Policies Agreement

Not PCP Form & Consent as to Nature of Treatment

Patient General Consent to Treat

Medical Records Request Form

HIPAA Privacy Notice

Standard Authorization of Use and Disclosure of Protected Health Information

Medicare Beneficiary Private Contract with RESTORE (for Medicare Patients)

**Patient Portal:** We are excited to provide access to our secure online patient portal where you can get instant access to your personal health record (PHR), including lab results, diagnosis, and medications, anywhere, anytime. Updates made to your patient record by your care team are available in real-time. You will have quick and easy access to care instructions, educational resources and more to empower you to be active participants in your care. You can also request prescription refills and email members of your care team securely. Non-urgent messages will be returned within 48 hours. Please allow 48 hours for prescription refill requests.

**Letters / Form Completion:** Forms requiring medical review and physician signature are subject to a \$25-\$75 fee depending on time required to complete. New letters that are drafted may have higher fees depending on the time required to write the letter. All fees will be discussed with you in advance. Dr. Aman does not complete claims for disability.

**Payment and Out of Network Status:** Our mission at RESTORE is to provide unparalleled care that is team-based. This can only be possible by spending time with each of our patients. Our minimum appointment times are 50 minutes.

In addition, we offer regular communication with your providers through the patient portal. Your integrative team also meets regularly to review your case during in-person rounds, on the phone, through secure inter-office messaging, and one-on-one. **None of this additional time is billed to you.**

We believe addressing health in a holistic way is the right way, but insurance companies do not support this approach. Integrative care and complementary therapies are not covered by most insurances.

That is why we are unable to charge insurance for the services we provide. We are happy to provide you with a superbill for out of network benefits that you may have. Please send the superbill to your insurance carrier for possible full or partial reimbursement.

Dr. Aman and other RESTORE providers are out-of-network with insurance carriers including Medicare. Any payment that is made to RESTORE may decrease your out-of-network deductible.

Since we have “Opted out” with Medicare, you will not be able to seek reimbursement for any of our services with them.

**HSA and FSA Accounts:** We accept health spending accounts (HSA) and FSA for allowable services (see FAQ section of our website for more information).

**Please Note:** We recommend that you call your insurance carrier to determine if the services you are requesting are covered. You may use your insurance for basic medical bloodwork through Quest or Labcorp, diagnostic tests (ultrasound, MRI, CT), and medications. This may not be the case for Medicare patients.

**Lab Coverage:** For most of our patients, insurance covers the cost of basic labs if they are drawn at an “in network” laboratory even though we are an “out of network” provider. However, we recommend that you check with your insurance as some plans may not cover any labs ordered by an out-of-network provider.

For patients whose insurance will not cover basic medical labs, or for patients who do not have insurance, **we offer a 50% discount on cash prices for any labs ordered through Quest.** This discount will often save you more than the price of the initial assessment with Dr. Aman. We are unable to offer a discount for cash prices through Labcorp.

If you plan to submit a superbill to your insurance carrier, it is a good idea to check with your insurance company before visiting RESTORE to see if you have out-of-network benefits. Please remember that all insurance carriers are different, and we cannot guarantee they will reimburse any amount for your visit.

**Payment Types:** Payment will be due at the time of service and can be paid in the form of cash, check, HSA/FSA card, or credit card. For any returned checks, a \$25 fee will be charged to cover our own charge from the bank. For all account balances in excess of 30 days past due, a late fee of \$50 will be added to the balance. Please refer to the FAQ section of our website for more information.

**Specialty Tests:** At RESTORE, we offer several specialty tests through Genova, Spectracell, and other labs. Some of these tests are listed on our website on the “Testing” page (SIBO Breath Test, GI Stool Effects Test, Nutreval and more).

These specialty tests may be partially covered by your insurance but are not included in the initial integrative medicine consult. These tests may be recommended after your initial consult with Dr. Aman.

To interpret the results of these complex tests accurately, a provider must have adequate training and experience. We want to translate the results into dietary recommendations and not a list of supplements. Therefore, we follow a set protocol for these tests which requires a visit with our dietitian first. This is to ensure the best results for our patients.

**Refund Policy:** We are unable to provide refunds for any pre-paid packages (acupuncture, counseling/mind-body, nutrition, or personal training) or pre-paid nutrition consults for specialty tests (to review the results of specialty tests in depth). Please call your insurance company prior to pre-paying for your nutrition consult to see what portion of the specialty test(s) might be covered. This way you will know if you wish to proceed with testing.

You have the opportunity to meet each provider during your initial consultation and will receive a thorough explanation of services before purchasing your packages for acupuncture, counseling/mind-body, nutrition, or personal training

**Expiration of Pre-Paid Packages:** Some services are offered as packages at reduced costs. Please be aware that these packages expire after 6-24 months depending on the package purchased. These dates will be provided to you prior to purchase.

**Patient Satisfaction Survey:** We are committed to quality! You may receive a survey regarding your visit and we hope that you complete the survey to help us improve our quality of service to you. We appreciate your trust and look forward to embarking on your journey of health with you!

I have read, understand, and agree to comply with the terms of RESTORE Center for Integrative Medicine's Office and Financial Policies.

**Sign Here**

Date: