

WORKING WITH A HEALTHCARE PROVIDER IS A PARTNERSHIP OF SHARED RESPONSIBILITY

OUR RESPONSIBILITY:

1. We will provide a friendly, helpful, and courteous staff.
2. You will be seen within minutes of arriving for your appointment--no long waiting times.
3. We will provide a clear explanation of any health problems and the strategies to solve them.
4. We will help to verify your insurance to see what is and what is not covered.
5. We will submit your insurance claims using the appropriate codes and notes the same day of your visit, given that you have provided us with your most up-to-date insurance information.
6. After 30 days, if your insurance has not responded, we will resubmit the entire claim.
7. If your insurance has still not responded or not paid the entire bill after 60 days, we will then bill you. We will expect this bill to be paid within 30 days.

YOUR RESPONSIBILITY:

1. We realize that life is hectic and unpredictable. If you can not make a scheduled appointment, we expect a phone call at least one hour before the time. We give everyone one (1) warning but we will charge your credit card the price of an Office Visit for any missed appointments from then on.
2. The Doctor will recommend specific exercises, stretches, nutrients, and activities to limit/avoid. If you should choose not to follow the recommendations, which is your prerogative, you may find that your results are less than optimal. *Remember: the Chinese define insanity as doing the same behavior and expecting different results.*
3. If your insurance does not pay for your visit for any reason, you will be sent a bill which you need to pay within 30 days.
4. We recommend that you also verify your insurance (if possible, prior to your visit) to avoid any confusion.
5. Please notify us with any changes in your insurance, billing, or address information so we can keep your file current.