
Patient Financial Policy

Welcome to **Whole Self Wellness**. We're happy to have you as our patient and look forward to providing you and your family with exceptional, comprehensive care. We believe that quality healthcare includes open communication about treatment plans, costs, and financial responsibilities.

We encourage all patients to be familiar with the cost of their care. A **fee estimate** can be provided before you consent to treatment, and we're happy to prepare a written estimate upon request. Our billing team can also complete a **pre-determination or eligibility check** with your insurance company so you're aware of your expected costs in advance.

For Patients Without Insurance

Payment for services is due at the time of each visit. Accepted payment methods include:

- **Cash, Check, Visa, MasterCard, AMEX, and Discover.**
- **Payment plans** may be arranged in advance for patients who need to make monthly installments.

For Patients With Insurance

- Insurance benefits are **determined by your employer and insurance company**, not by our office.
- **Coverage is not guaranteed** and may vary by service type or medical necessity.
- Patients are **responsible for all copays, deductibles, and non-covered services**.
- As a **courtesy**, we will submit your claim if you provide complete and accurate insurance information prior to treatment.
- If we cannot verify coverage before your appointment, payment for services will be required at the time of the visit.
- We accept most **Preferred Provider Organization (PPO)** plans.

Non-Covered Services

Not all services are covered under every insurance plan. Coverage may vary depending on plan design and benefit limitations. Patients are responsible for **non-covered or elective services**, and payment will be collected at the time those services are provided.

Patients with Divorced or Separated Parents

The parent or guardian bringing the child to an appointment is responsible for full payment at the time of service. If needed, we can securely keep a card from the other parent on file for shared payment responsibility.

Cancellations and Missed Appointments

To avoid a **broken appointment fee**, please provide at least **2 business days notice** for any cancellations or schedule changes.

Questions and Assistance

If you have any questions about your insurance, coverage, or payment options, please don't hesitate to ask. Our team is here to help ensure your experience is clear, transparent, and stress-free.

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