



**Dr. Alicia Cole, ND**

**1629 Queen Anne Ave N, #104  
Seattle, WA 98109  
206.659.0690**

## **Patient Fees and Payment Policies**

We plan for your experience with Dr. Alicia Cole to be an excellent one. To further that goal, we want you to be fully informed about our fees and payment policies.

### **PAYMENT**

- Accepted forms of payment include cash, check, MasterCard and Visa
- Checks denied for lack of funds will incur a fee of \$35.00
- All balances must be paid within 30 days of the invoice date. Balances over 30 days may incur finance charges.
- A minimum billing fee of 1.5% will be added to any unpaid balance that is over 30 days past invoice.
- Payment plans are available upon request, though balances over \$500 will continue to incur interest.
- We reserve the right to make changes to our fees and/or policies without advance notice.

### **INSURANCE**

**All charges incurred at our office are your responsibility, regardless of insurance coverage. You are responsible to know your coverage.**

- Dr. Cole is an in-network provider with Regence, Premera, Lifewise, First Choice Health Network, United and Aetna through FedMed. You are responsible for your copay at the time of service. Dr. Cole's staff will submit, on your behalf, to your insurance company for reimbursement for services. You are responsible for all remaining deductible and coinsurance amounts.
- Dr. Cole is happy to see patients as an out-of-network provider, with full payment taken at the time of service. She will provide courtesy billing for patient with out-of-network benefits.
- Generally, insurance does not reimburse for nutritional supplements.
- **L&I and PIP Accident Claims:** Dr. Cole will bill for L&I and PIP claims. In the event that your PIP coverage does not fully cover service received by Dr. Cole, you are responsible for payment. PIP coverage generally does not cover medications. These must be paid for at the time of purchase. Dr. Cole accepts L&I payments as payment in full for a claim that has been authorized by the Department of Labor and Industries. If payment is denied, you will be responsible for payment of all charges for service received.

### **COMMUNICATION**

- **Off Hours** – An off hours number is available for contacting Dr. Cole when she is not in the office. There is a \$75 fee for this service. Off hours phone calls are not billable to insurance.
- **Texting** -- Texts are not received or reviewed on the clinic phone. Texts to your provider are never an appropriate form of communication, regarding either your own or another's healthcare.
- **Email** – *Email correspondence is not appropriate for urgent medical needs!* Short emails regarding follow-up on treatment plans or as requested by your provider are acceptable if made through the ChARM patient portal.

Emails are reviewed and responded to in the order in which they were received. Due to the high volume of emails, it may take *up to 1 week*, for your doctor to be able to respond.

Email is not appropriate for new healthcare symptoms or concerns. If you have a medical concern or question, please schedule an appointment.

Email consults, as appropriate, are available for a fee. They are not billable to insurance. No fee is charged if your physician has asked you to contact them.



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- **Phone consults** – Phone consults are available for established clients. There is minimum of \$45/15 minutes fee for this service, unless covered by your insurance as an in-networks service.

**CLINIC POLICIES**

**CANCELLATION**

Dr. Alicia Cole requires **24 hours notice, received during normal business hours**, for any established patients to cancel or change an appointment. Appointments cancelled with less than 24 hours notice or those missed entirely will be charged the appropriate fee. This applies regardless of whether or when you received an email reminder. **48 hours notice is required for new patient appointments.**

**Normal Business Hours:** Dr. Cole’s business hours are distinct from the front desk reception hours. Dr. Cole’s business hours are subject to change. Urgent messages left at Bella Fiore Klinik outside of the Klinik’s business hours may not be responded to until the next business day. If you have an urgent medical need, you may choose to page Dr. Cole and pay the pager fee.

**Purchase & Return of Dispensary Items/ Products**

All dispensary items must be paid for at the time of purchase. Credit on account will be given for unopened items in perfect condition if returned within 30 days. No credit will be given for items returned after 30 days.

**Refunds cannot be made.** Medical supplies, products packaged in the clinic, refrigerated products, homeopathic remedies (including UNDA) and birth control devices cannot be returned.

I agree to make payment according to the policies of Dr. Alicia Cole, ND. I understand that payment is due according to the terms of my physician’s practice and my insurance coverage. By receiving a service from Dr. Alicia Cole, ND, I am agreeing to pay for that service even if my insurance company denies payment.

\_\_\_\_\_ Patient Name (Please Print)      \_\_\_\_\_ Patient / Representative / Parent Signature      \_\_\_\_\_ Date

**CREDIT CARD INFORMATION\***

Cardholder Name: \_\_\_\_\_ Date: \_\_\_\_\_

Card Number:                 Exp: \_\_\_\_ / \_\_\_\_

CCV: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

*I authorize Alicia Cole, ND, PLLC to charge the portion of my bill that is my financial responsibility to this credit or debit card.*

Cardholder Signature: \_\_\_\_\_

\*This information is stored securely on your chart and will only be used in the event of unpaid balances over 30-days past due, per the terms of our payment policy. Patients with no card on file will be billed monthly; over-due balances will incur a late fee.

**I decline to keep a card on file.**