

General Office Policies

Cancellation policy

- Your appointment time is reserved just for you. A late cancellation or missed visit leaves an unfilled space that could have gone to another person in need of care. We therefore request you give us as much notice as possible and **require a minimum of 24 hours notice** from the time of your scheduled visit for any cancellations or changes to your appointment.
- **Patients who provide less than 24 hours notice, or miss their appointment, will be charged the full price of their reserved time.**
 - *Special circumstances: Please call immediately **by phone** if you need to cancel with less 24 hours due to a health or family emergency, or if you are feeling ill. If you are experiencing any symptoms associated with Covid-19, you will be required to cancel your appointment and will not be charged.
- If you are more than 15 minutes late for your visit, you will be considered a no show, and charged for your reserved time.

Payment

- Payment is due at the time that services are rendered and may be taken in advance to reserve your appointment time.
- Payment options include cash, credit card, and check. A credit card is kept on file, encrypted with your bank through Jane Payments. This is used to expedite payment for in office visits, pay for virtual visits, to reserve appointments with online booking and to pay for a late cancellation/ missed appointment.
- You can save and/or update your credit card information through your secure patient portal if you have set up your account with our practice through Jane.

Insurance Policy

von Voss Holistic Health does not accept insurance. Payment is due at the time of treatment for all sessions. Upon request, we will provide a "Superbill" with the appropriate Diagnosis and Procedure codes if you choose to submit it to receive reimbursement from your insurance provider.

If you have acupuncture benefits, you may be able to be reimbursed for all or part of your treatment cost, it varies depending on your unique plan and provider.

Your insurance company will provide you with the best information about your benefits. Contact them to see if they require their own forms in addition to the "Superbill " we provide.

Federal Savings and Health Savings Accounts

If you are enrolled in a high-deductible health plan, it may be possible to use your health savings account to pay for treatment. By using your HSA checks or debit card, you may pay for acupuncture, naturopathic and massage treatment with pre-tax dollars while working toward your deductible.

Our services may also be considered qualified medical care for Flexible Spending Accounts. You are welcome to use FSA checks or credit cards for acupuncture treatments.

Tax Receipt

The IRS may recognize our services as a qualified medical expense, which you may find beneficial when preparing your income tax return. Speak with your tax advisor for more information.

Automotive Injury and Personal Injury Claims Policy-

Von Voss Holistic Health **does not accept new clients** actively involved in litigation, or who are considering any legal action for personal injury or automotive accidents and wish to submit claims for care received by us. If you are in an auto accident while in our care, please call us to discuss options for a referral to another practice better equipped to serve you until your lawsuit is settled.

We apologize that we are not able to offer care under these conditions, as the extra time, paperwork and associated costs are not sustainable for our small private practice.