

**Karen Ball, ND**  
1750 112<sup>th</sup> Ave NE Ste E165  
Bellevue, WA 98004  
425-283-4928

Welcome! Thank you for choosing Dr. Ball as a member of your health care team. This page contains many of her basic business policies and is designed to help your interactions with the clinic go smoothly. Please feel free to call at any time if you need clarification on any of these issues.

### **OFFICE HOURS**

- Tuesday, Wednesday, & Friday 9:00 am-5:00 pm
- Phone consultations are available by appointment.

### **AFTER HOURS CARE**

- For urgent care, go to the nearest emergency room.
- For after hours or weekend needs, call Dr. Ball's emergency number: 425-318-0255.

### **CANCELLATION POLICY**

- Please give 24 hours notice if you cannot keep your appointment.
- A \$50 fee will be charged for missed appointments or cancellations with less than 24-hour notice.

### **PAYMENT**

- Payment for medical services and pharmacy products is the direct responsibility of the patient and is expected at the time of service unless other arrangements have been made.
- Payment may be made by cash, check, Debit, Visa or Mastercard.
- If you pay at the time of service with cash or a check, you will receive a 15% discount on medical services. If you pay at time of service using a credit card, you will receive a 10% discount on medical services. The discount does not apply to costs for tests, pharmacy items or cash-pay medical services.
- If you elect to have us bill your insurance company, you are still responsible for any co-pays, deductibles, lab fees, costs of supplies, or pharmacy expenses at the time of service.
- If you have special financial needs, please ask about a payment plan.

### **INSURANCE**

- Please remember that your insurance policy is an agreement between you and your insurance company. You are solely responsible for payment of your bill.
- As a courtesy to you, we will bill your insurance company, if you wish. Please check with your insurance company to clarify whether your plan will cover medical services and/or physical rehabilitation services by a naturopathic doctor. Please be aware that Dr. Ball offers some services that are not covered by insurance.

Dr. Ball is a preferred provider with:

#### **Aetna**

#### **ACN**

- Pacificare
- Secure Horizons Plus Plan
- United HealthCare Insurance Co.

#### **CIGNA Health Care**

#### **First Choice: 96 companies participating, including:**

- Beech Street Corporation
- Employment Benefit Management Services (EBMS)
- Trusted Plans Service Corp (TPSC)

- United Employees Benefit Trust (UEBT)
- Washington Employers Trust
- Zenith Administrators

### **Group Health Access PPO, Options PPO, Options, Connect/Alliant Plus (not HMO)**

#### **LifeWise & Premera Blue Cross**

- A copy of your bill can be provided for your records and for use in billing secondary insurance coverage or billing your primary insurance carrier after paying in full at the time of service.
- Should we bill your insurance company and subsequently discover that they will not pay for the services, you will be responsible for payment of the full amount billed to the insurance company, as we cannot legally offer a discount at that time. You are encouraged to discuss the issue of insurance with Dr. Ball prior to your appointment so that you are aware of coverage offered by your policy prior to receiving services.

#### **LAB CHARGES**

- For lab tests performed at this office, payment is expected at the time of service.
- For lab tests sent to an outside lab, you may be billed directly from the outside lab. Some labs offer payment plans and most accept insurance payment or HAS card numbers.

#### **PHONE CONSULTATIONS**

- PROCEDURE:
  - ❖ Both first office visits and return office visits can be scheduled at [drkarenball.com](http://drkarenball.com). You can also call the office to make an appointment.
  - ❖ If you are scheduling a phone consultation for the first time, You can schedule an appointment for a first office visit on line or by phone. Please allow enough time for our office to receive patient intake forms by mail prior to the appointment date. Dr Ball will call you at the number you provide during your appointment time. If you do not receive the call within 10 minutes of the appointment time, please call the office.
- BILLING AND PAYMENT
  - ❖ Phone consultation time is billed at \$3.95 per minute, or \$237.00 per hour.
  - ❖ Payment is expected by check or credit card within one week of the consultation. Payment at time of service earns the discount price.

#### **QUESTIONS BY PHONE OR EMAIL**

In order to provide you with the highest quality medical follow-up Dr. Ball answers questions related to your medical plan or urgent health issues that have developed since your last office visit by phone or by email.

Answers to other questions will be charged at the rate stated above. Phone or email consultation is not covered by insurance. If you do not wish to pay out of pocket for this service, please reserve questions that are not urgent or not directly related to your plan for your next office visit.