



LILAC
NATURAL
MEDICINE

Lilac Natural Medicine, LLC
170 S. River Road, Ste. 102
Bedford, NH 03110
Phone: 603-707-4433
Fax: 888-652-3587

Policies and Financial Agreement

Hours, Scheduling, After Hours Availability

Hours: Monday – Friday, 9am – 5pm

Scheduling: We offer in-person and telemedicine appointments. Visits are available by appointment only. New Naturopathic patients should call to schedule their first appointment. New Acupuncture patients may schedule online or by phone. Established patients may schedule via phone, website, or the patient portal. Appointments for acute concerns are available for established patients and may be scheduled by phone, website, or the patient portal.

After Hours Availability: Because she provides primary care, Dr. Haff is available for urgent matters after hours for established patients only. Call 603-707-4433 and follow prompts to leave a message. She will get back to you as soon as possible, but usually within 1-2 hours. In the event of a medical emergency, call 911 or report to the closest Urgent Care or Emergency Room.

Appointment Policies and Fees

Appointment Confirmation and Reminders: A confirmation text and email are sent at the time an appointment is scheduled. An email reminder is sent one week before an appointment, and a reminder text is sent one day before. For video appointments, a reminder text is sent one hour before the appointment.

Rescheduling / Cancellations: If you need to cancel or reschedule an appointment, kindly notify us **24 hours in advance**. We accept reschedule requests / cancellations via email, phone, and patient portal.

Missed Appointment Fee: Patients who miss an appointment are subject to a Missed Appointment Fee. Cancellations made with less than 24 hours' notice are subject to a Missed Appointment Fee. Patients arriving more than 15 minutes late to an appointment are also subject to a Missed Appointment Fee. Exceptions may be made in the event of unforeseen emergencies, such as illness or car problems, and are considered on a case-by-case basis. Patients are responsible for Missed Appointment Fees, as we cannot bill insurance for payment. These fees are issued through the patient portal charged to the card on file. If there is no card on file, the fee can be paid in person, over the phone, or through the portal.

- \$125 for New Patient appointments
- \$75 for Established patient appointments

Dismissal from care: The first and second time patients miss an appointment or have a late cancelation, they will be reminded of our policy via a message on the patient portal. Patients who miss three appointments will receive a letter via certified mail notifying them of their dismissal from care. In most cases, care will be continued for thirty (30) days to allow ample time to find another provider. The provider may consider allowing patients to remain in their care in the event of extenuating circumstances.

Patients may be dismissed from care for non-compliance with their treatment plan, unfavorable behavior or mistreatment of staff or the provider, or for other reasons. The decision to dismiss a patient is made at the discretion of the provider. The patient will receive a letter via certified mail notifying them of their dismissal from care. In most cases, care will be continued for thirty (30) days to allow ample time to find another provider.

Office Policies

Communication: Available forms of communication with the practice include messaging through the patient portal, phone, and email. Phone and the patient portal are the most secure and preferred methods of communication.

Chemical Sensitivity: As many of our patients are chemically sensitive, please refrain from wearing fragrances, such as perfume, cologne, essential oils, and other scented products to your appointment.

Inclusion Statement: Our office is a safe space for all people, regardless of race, color, national origin, religion, sex, age, disability, sexual orientation, and gender identity.

Financial Agreement

Insurance Billing: If you have insurance coverage for our services, Lilac Natural Medicine will, in most cases, bill your insurance company. Billing for services is not a guarantee of coverage. You are responsible for any balance due after the claim is processed, including for non-coverage of services, deductible, coinsurance, copay, and other charges.

New patients with coverage should supply us with a copy of their current insurance card at the initial appointment or through the portal in advance of a telemedicine appointment. All patients should notify us of changes to their insurance and contact information, and provide us with a copy of their new card as soon as possible. Patients who are paying cash need not supply their insurance information unless it is needed to process labs, acquire prior authorization, or for other purposes.

Insurance Verification: It is the responsibility of the patient to verify insurance coverage prior to their first appointment and whenever their insurance changes. A list of questions for the insurance company can be found on our website. In addition to verifying coverage, patients are responsible for knowing the fees associated with their plan, including copayments, deductibles, coinsurance, and fees for labs that may be billed by another facility. Verification of coverage with insurance does not guarantee coverage. If we cannot bill your insurance, we can provide you with a superbill for you to request reimbursement from them.

Naturopathic Services: Dr. Haff is considered an in-network Specialist with Cigna, Harvard Pilgrim, and Anthem. Dr. Haff provides Primary Care, but is not considered a PCP with insurance, so cannot be assigned as a patient's PCP for insurance purposes. Patients with Harvard Pilgrim should have a PCP on file if their plan requires it. Only certain Anthem plans will cover Naturopathic services. We are not currently contracted with Medicaid, Medicare, or Tricare.

Acupuncture Services: Harvard Pilgrim does not cover Acupuncture with Dr. Haff. Dr. Haff is considered an in-network Acupuncturist with Anthem and most Cigna plans cover Acupuncture with her. If an Anthem plan provides Acupuncture coverage, it will usually cover Acupuncture services with Dr. Haff, even if the same plan does not cover Naturopathic services. Anthem will usually only cover Acupuncture for pain concerns – check with your plan for complete details.

Payment: Payment is expected in full at the time of service for self-pay services, copays, past-due balances, and medicinal items. Insurance does not cover medicinal items, but your FSA and HSA plan may. We accept cash, check, debit, credit, HSA, and FSA cards. The fee for returned checks is \$40.

Card on File Policy: Effective April 1, 2024, we require all patients to have a credit/debit/HSA/FSA card on file for ease of service and prompt payment. This card will be utilized for payment of old balances, no-show and late cancellation fees, co-pays, co-insurance, deductibles, and non-covered services. Refunds will also be issued to this card. Patients are responsible for updating their card on file if it expires or they want another card used. Card info is stored in a secure payment gateway.

Telemedicine: Video and phone visits (telemedicine) are covered by insurance per New Hampshire law. If the patient lives in another state, it is their responsibility to know the law in their state as it pertains to telemedicine coverage. Routine phone calls lasting longer than 10 minutes may be billed as an office visit, with copay, deductible, coinsurance, and other charges due in full.

Laboratory testing: Conventional lab tests are ordered to outside labs which charge you or your insurance for the tests. Patients are responsible for knowing their insurance lab coverage. Contact the lab directly with questions about billing.

Supplements: We stock supplements in our on-site medicinal that are available for purchase to our patients. We also offer supplements for purchase through Fullscript, an online supplement company. All supplements are 10% off whether purchased at the office or through Fullscript other than customized tinctures.

Specialized Labs: Specialized labs ordered through Lilac may be billed in part or in full to insurance, but many are not. Payment for these tests is expected in full at the time of service.

Refunds: Nutritional supplements that are non-refundable include herbal tinctures and homeopathic remedies. Unopened, unexpired bottled supplements may be returned within 30 days with permission of the provider.



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Policies and Financial Agreement

I confirm that I have read, or have had read to me, and fully understand the patient policies of Lilac Natural Medicine, LLC. I agree to comply with the policies in all respects.

I confirm that I have read, or have had read to me, and fully understand the financial policies of Lilac Natural Medicine, LLC. If I am requesting insurance billing for services, I authorize Lilac Natural Medicine to release pertinent medical records related to billing to a third-party billing company and to my insurance company. I understand that Lilac Natural Medicine bills my insurance as a courtesy and I am responsible for knowing the details of my coverage. I understand that I am responsible for any and all charges not covered by my insurance plan. I understand that payment is expected at the visit for services and products not covered by insurance.

Patient Name

Date of Birth

Patient/Parent/Guardian Signature

Date

Electronic Communication Agreement

I agree to the use of electronic communications via text, email, and the patient portal, and have provided the practice with my email address and cell phone number. I understand that I can rescind permission to be contacted via electronic communication at any time.

Patient Name

Date of Birth

Patient/Parent/Guardian Signature

Date