

Office Policies

THANK YOU FOR ASSISTING US IN PROVIDING THE BEST POSSIBLE CARE FOR EACH OF OUR PATIENTS
BY READING AND AGREEING TO EACH OF THE FOLLOWING:

Insurance and “Superbills” (for NON-Medicare/Medicaid patients)

- Vance Medical is not affiliated with any insurance company, and Dr. Vance is not an in-network provider for any insurance company.
 - As a courtesy to our patients, we offer an itemized Superbill which can be submitted to your **non-Medicare / non-Medicaid insurance only** for potential reimbursement. We will only provide a Superbill for **office visits** with Dr. Vance, and any **blood work** paid for in our office and completed through **Treasure Valley Labs**.
 - Most insurance companies do not cover or reimburse for the alternative treatments, therapies, and supplementation that we provide and we will not provide a Superbill for those services.
 - Our staff does not work with any insurance companies, and we do not know the possible amounts or percentages you may or may not receive as reimbursement for our services.
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For Patients with Medicare/Medicaid (or Any Supplemental Medicare Insurance)

- We apologize for any inconvenience this may cause, but we WILL NOT provide you with a Superbill.
 - If a patient receives a Superbill from our office and attempts to submit it to any Medicare, Medicaid, or similar supplemental insurance that falls under these programs, we reserve the right to fire you as a patient and to no longer provide medical care for you at Vance Medical.
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Fee Structure

- New Patient Appointments are 60 or 90 minutes, depending on the complexity of the case. If a 60 minute appointment runs over by only a little (less than 15 minutes), it will be charged as a 60 minute consult. If it ends up running longer than this, however, it will be considered a 90 minute consult and will be charged as such.
 - Established Patient Consults are priced per 15 minutes. While most followup visits are going to be between 30-60 minutes in length, 15 minutes is the minimum appointment we offer.
 - When we schedule appointments, we do our best to allow enough time for all your concerns and questions to be addressed. **If your appointment runs over the allotted time scheduled** due to an unexpected amount of discussion or extended treatment, **the fee charged to your account will reflect the time spent**.
 - The fees for specific treatments vary and are separate from the cost of the appointment. Please ask for details.
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Supplement Returns

- We understand that there may be supplements that don't work for everyone, or that may cause an undesired side effect.
- We **DO** offer a credit on any products by the brand “**Xymogen**” - whether or not the item has been opened.
- We **DO** offer a credit on any products, by any brand, that remain **sealed and unopened**.
- We **DO NOT** offer a credit on **opened** products by any other brand.

Refunds for Services Rendered

- Many of our treatments come in packaged options. **Refunds are not offered on packages paid in full.**
- If you decide that you would like to discontinue a particular treatment and have pre-paid sessions remaining in your package, you are welcome to use these towards another treatment or therapy that we offer.

Distance Patients

- All patients that are long-distance **MUST** have their initial visit with Dr. Vance **in person**. A physical exam is required to establish medical care for you within the state of Idaho. If you are unable to make a physical visit, we will be unable to see you as a patient.
- For convenience to both patients and staff, **we require a credit card number to keep on file**. We do our best to get in contact with you prior to running your card, in order to confirm costs and to determine if we need to ship any supplements. However, if we must leave a message when we call to take care of billing, and then do not hear from you, **we will automatically charge your card for the cost of the visit** at the end of the business day.

After-Hours Appointments

- Dr. Vance often has appointment times available in the evening hours. However, we do not always have staff available that late in the day.
- It is our policy that Dr. Vance **will not see female patients when no one else is present in the office**. Therefore, all female patients with such evening appointments (after 6pm) are **REQUIRED** to bring with them any companion they choose over the age of 16, whether it be a family member or friend. If a patient arrives without a companion, they will not be seen and will need to reschedule.
- Please keep in mind that you may not receive the same level of staff attention as you would during the day when we are fully staffed, but that we will do our best to take care of all your needs in full.

Cancellations

- We understand that life happens, and that sometimes not all appointments are able to be kept. We do ask to be given **as much notice as possible**, so we are able to fill your appointment with someone on our waiting list.
- **IV treatments** are confirmed as close as possible to the day before. If you confirm with our staff that you will be coming in for your appointment, the bag will be drawn up the morning of. **If you do not make it to your appointment, you will still be charged for the IV.**

I have read and understand the policies outlined in this agreement.

Signature (of Parent/Guardian if patient is a minor): _____

Patient's Name (Printed): _____ Today's Date: _____