

Fireweed Nutrition
OFFICE POLICY INFORMATION (as of 6.27.2021)
****Please read each statement carefully****

- All information disclosed within sessions is confidential. If we see you outside the office (ex. grocery store, restaurant, etc.), we will respect your privacy and will NOT initiate a conversation.

- We will exchange information with your team of professionals ONLY by signing the Authorization to Release Information form.

- I may request a superbill, which I may submit to my insurance company for reimbursement purposes. If a superbill is requested, I am responsible for privately paying at the time of the service. A superbill does not guarantee reimbursement to cover the services provided.

- If utilizing insurance, I give Fireweed Nutrition permission to bill my insurance company for services.

- If my policy changes I am responsible for providing update information to Fireweed Nutrition. Failure to do so may result in rejected claims, which I will then be responsible for paying.

- If my insurance rejects a submitted claim for any reason, I am responsible and will pay the full fee for the service(s) rendered.

- There will be a \$30.00 charge for all returned checks.

- **—****Fireweed Nutrition does not provide any refunds.

- Any child or adolescent under 18 years old should have a parent involved in the nutrition counseling process. Parent(s) may need support throughout the process as well. We suggest a parent(s)-only session throughout the nutrition counseling process every 8-12 weeks. This session can be scheduled separately from your child's session or in replace of the session, depending on schedules.

- Our cancellation policy: **A 24 hour notice is required to cancel or reschedule an appointment**. Failure to cancel within 24 hours will still require full payment for the cost of the scheduled appointment. *You can always have a virtual session if you cannot get into the office.* Please note that all cancellations and rescheduling for appointments is preferred by phone, not emails or texts. We respectfully ask that final termination sessions happen in person and not over the phone or email.**

—WEATHER CANCELLATIONS: We will close the office if local schools are closed and reschedule appointments. You will not be charged.

—Fireweed Nutrition does all electronic billing. We will bill your credit card on the day of the session. I agree to authorize Fireweed Nutrition to collect a fee from my credit card account based on the information provided above. Please keep a copy for your records.