

Acupuncture & Oriental Medicine of Napa Valley Office Policies for Insurance Benefits

Acupuncture & Oriental Medicine of Napa Valley is pleased to provide direct billing services for those with acupuncture benefits. It is important that all parties are aware of insurance billing policies and understand the details as noted below, prior to receiving treatments. Insurance verification and direct billing is provided by the office of **Nancy Guild at Cardinal Business Services**; all inquiries and concerns may be directed to Nancy, whose contact information is below and available on my website.

- Cardinal Business Services will verify details of coverage, including: deductible, copayments, coinsurance, out of pocket expenses and number of treatments per calendar year.
- You are responsible for providing your health insurance information prior to your first appointment in order for all parties to understand insurance coverage.
- Acupuncture is billed as one service code, according to time & reinsertions, per standard industry rates.
- Exams are billed according to time spent in consultation prior to the treatment, if and when applicable.
- If the treatment includes a modality, which may include: manual therapy, therapeutic exercises, activities of daily living (ADL), cupping, moxibustion, and applied heat, these procedure codes will be billed according to established fee schedule. Insurance will only reimburse per negotiated rates.
- Please note, the same-day cash rate is intended for those who do not have benefits. This is a discount from standard reimbursement rates in order for patients to afford Chinese medicine treatments out of pocket. It is a base rate, other fees may apply depending on consultation time and modalities employed during treatment.
- If your insurance does not cover modalities listed above, you may be responsible for these charges as a co-insurance. This is determined on an individual basis and you will be informed of this prior to treatment.
- If there is a difference in amount due, you will receive a bill with details of date of service to submit to Acupuncture & Oriental Medicine of Napa Valley within thirty days.
- Please contact Nancy at Cardinal Business Services for questions:
Ngbusyone@aol.com
714r 944r 8162

The most important focus of practice is treating the patient and supporting health with Chinese medicine. The support of a billing manager allows us to focus on treatments and further the goal of wellness for each patient. Insurance details are managed efficiently and carefully by Nancy and her staff, please feel free to contact them with any questions.

Patient Signature: _____ Date: _____