



Our services are mostly recognized by our current contracted insurance companies, which include Anthem Blue Cross Blue Shield, Harvard Pilgrim, Aetna, Cigna, Tufts Health Plan, Health Plans Inc., Maine Community Health, and United Healthcare. With the complexity of health insurance today you may be required to pay for some or all of our services based on your insurance policy agreement.

Our providers have a relationship with you and not your insurance company. It is your responsibility or if you are a minor, your parents/guardians, to understand their insurance benefits and follow up accordingly with any billing issues or concerns.

It is your responsibility to check with your insurance to verify they show us as a participating provider and that you have dietitian/nutrition benefits.

Better Gut Better Health will bill our contracted medical insurance companies for services rendered with the insurance information you provide. Once your claim has been filed to a contracted insurance company, most claims are usually paid within thirty (30) days. Our office will make every attempt to collect payment directly from your insurance company but may ask that you provide assistance if we are unable to receive payment in a timely manner. Additionally, many insurance companies require a co-insurance responsibility therefore; we must bill all balances after an insurance payment has been received regardless of your coverage type. If insurance hasn't paid within 45 days of the time of service, we will collect \$100 per visit from the client or freeze their treatment plan until the account is settled.

At the Time of Your Visit:

If you have health insurance coverage through one of our contracted insurance companies, we are contractually obligated by your insurance company to collect co-payment at the time of service. If you have a deductible that has not been met, we will collect \$100 per visit. We will then bill you any remaining balance once your insurance has processed the claim until your deductible has been met. In the event of overpayment, you will be credited any amount not owed.

If you do not have health insurance coverage through one of our contracted insurance companies, payment in full is required at each visit. We accept cash, check or credit card. We will provide you with the billing information you need at the end of your visit to send a health claim to your insurance for direct reimbursement.

If you have no insurance, payment is required at each visit.

If you are paying by check: Checks returned for insufficient funds are subject to a \$30.00 charge for each returned check.

If you are paying by credit/debit card: Your card will be charged at the end of each visit and a receipt will be sent.

General Billing:

Please note that our providers follow accepted national guidelines when determining your charges. They are required to code based upon the services provided and cannot take into account particular health plan benefits.

A valid credit card on file is required for all insurance claims billed by our billing department. Better Gut Better Health's billing department will provide you with one (1) itemized statement for balances due via email or mail once your charge(s) has been processed by your insurance company or companies. If you do not respond to the e-statement within seven (7) days, we will charge your credit card on file for the balance due. If you receive a paper statement and do not respond within fourteen (14) days, we will charge your credit card on file for any outstanding payment(s) due. If your credit card declines, we will mark your account as 'delinquent.'

Timely Payments:

Our billing office will make every effort to communicate with you about your account balances. In the event your credit card on file is no longer valid or if we do not hear back from you with a mutually satisfactory resolution or if we have had no payment on your account for sixty (60) days, your account may be labeled as a 'Delinquent' account and forwarded for further collections efforts to a collection agency. Our providers may then opt to discontinue future care for patients whose accounts have delinquent account status. If you have questions regarding your billing statements, please contact our billing department at (603) 812-4105.

Cancellation Policy:

All appointment cancellations must be completed forty-eight (48) hours in advance. Failure to cancel within forty-eight (48) hours will result in a \$100 charge that will not be billed to your insurance. This not only respects the time and expertise provided by the clinicians at Better Gut Better Health, but will also help you to make progress on the goals and plans to which you have committed. If you fail to cancel an appointment within forty-eight (48) hours, your credit card on file may be charged a late cancellation fee of \$100.00 (one hundred dollars). Frequent cancellations or reschedules are strongly discouraged. If there are 3 consecutive cancellations in a row, we regret that our practice will not be able to continue providing our services to you.

Credit Card on File:

Better Gut Better Health requires that you provide your credit card information to be held on file.

