



The Yellow House Project

A GROUP NUTRITION PRACTICE
& RECOVERY COMMUNITY

Billing and Cancellation Policy

I understand that Marlena Tanner, RDN, LLC & The Yellow House Project has a 24-hour cancellation policy. It is my responsibility to call or text my clinician at least 24 hours prior to my appointment to cancel or reschedule an appointment. If my appointment is scheduled for 10 am on Monday, I must call prior to 10 am on the previous Friday to avoid being charged.

Marlena Tanner, RDN, CEDS-S (805) 591-0712

Briana Loudermilk, RDN (805) 900-0685

Amy Cresswell, MOT, OTR/L (805) 801-9557

Sarah Kessner, RDN (805) 225-7302

Cameron Jung, RDN (805) 225-3285

Kelsey McCourt, RDN (702) 553-5579

If a session is missed without notice, 100% of the full fee will be charged. There is no cancellation policy for groups at this time.

Our current fees are as follows:

\$180/hour for initial assessment (\$360 total). These typically takes 2 hours and at times can be split up over two sessions to complete the full evaluation. This includes any necessary coordination with outside providers.

\$140/hour for follow-up sessions – 50-60 minutes each. Half-hour sessions are available when appropriate at half the cost.

\$140/meal plan when created outside of sessions

\$25/hour for most groups



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\$10 per meal

If we are contracted with your insurance company, we encourage you to check your own benefits prior to session. A script to guide you in what questions to ask can be found on our website under services for clients or be provided to you by our **administrative assistant (805) 305-9911**

I understand that Marlena Tanner, RDN, LLC will submit claims for nutrition services to insurance companies that contract with us and understand that **coverage or benefit quotes are not a guarantee of payment.** At times, you may be provided with incorrect benefit information and what you were told would be covered gets denied once claims are submitted. In this case, you will be responsible for the full fee of the services received.

We at the Yellow House Project are happy to provide you additional support between sessions as needed and as appropriate in the form of Healthie correspondences, review of food logs, text messages and phone calls. Please understand that if this support exceeds ten minutes per week, we will charge at our regular hourly rate of \$140 in 15-minute increments. This extra support is not typically covered by insurance.

We pride ourselves in team collaboration and will as a courtesy communicate with your other providers free of charge. However, if we need to schedule team meetings or additional special communication on your behalf, these too will be charged at our regular hourly rate of \$140 in 15-minute increments.

I understand that some insurance policies only cover 1-hour of an initial evaluation. We typically take two hours for our evaluations. Insurance companies also do not cover the additional costs of creating meal plans outside of sessions. Some sessions, such as family-based-treatment may require additional time such as 90-minute sessions instead of 60-minute sessions. I understand that I am responsible for any such non-covered services and agree to pay for these at a rate of \$180/hour for initial assessments and \$140/hr for follow-ups and meal plans.



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I am responsible for my bill on the day of service including any co-pay or co-insurance or deductible as dictated by my insurance policy.

I give permission to Marlena Tanner, RDN, LLC to keep a valid credit or debit card on file and give my authorization to charge this card any balances, co-pay, co-insurance, or deductible as dictated by my insurance policy. I agree to update Marlena Tanner, RDN, LLC with any changes to my credit card account and provide a new valid credit card as needed.

I understand that Marlena Tanner, RDN, LLC will offer a Superbill per request, *after* nutrition services are paid in full for those insurance companies that they are not contracted with.

Some groups may be eligible for partial insurance coverage if the provider leading the group is 1) credentialed with your insurance company 2) the group is considered a nutrition group and 3) if your policy has group benefits. Often even with this benefit, insurance companies will typically cover only a certain number of group visits per calendar year and limits the group coverage to 1 hour per day.

I understand that if I attend a group and my insurance covers the first hour, that I am responsible for the remainder of the time of that group. For example, if insurance pays for only 1 hour, I am responsible for second hour. Most of our groups are \$25/hour.

If meals are offered or cooked as part of a group or session, I am responsible to pay for that meal at a rate of \$10/meal

If I am not insured, or my Insurance Company will not authorize or pay for this visit, I understand that I am responsible for the full fee of my bill.

Starting January 1st, 2023, our hourly follow-up fees are increasing from \$140 to \$150. This is due to the current state of inflation and the higher cost of living. We opted not to raise fees during the challenging pandemic years, and this will be the first increase in our follow-up rates since 2019. Our initial assessment fees will



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remain the same, but we will begin to charge separately for creating meal plans. These typically take us at least an extra hour to complete and these will be charged at a flat rate of \$150.

Good Faith Estimates

As of January 1, 2022, all healthcare providers are required to provide estimates for the cost of your care. The Good Faith Estimate shows the cost of items and services that are reasonably expected for your healthcare and treatment. We hope that the above information makes our fees clear. We cannot anticipate number of sessions needed ahead of time but remind you that you are never obligated to continue with treatment and can opt out at any time with providing 24-hours cancellation notice. We value your business and hope to support you the best we can along your journey to better nutrition.