

## Payment & Cancellation Policy

### **ADVANCED CARD CHARGING:**

Payments will be conducted by charging your credit card 48 hours before your scheduled appointment without separate invoices for sessions. For clients with insurance coverage, this advanced payment will reflect your deductible or copayment amount based on your insurance benefits.

**Our Why:** To create a more convenient and stress-free payment experience by automatically charging your credit card 48 hours before your scheduled appointment, eliminating the need for separate invoices and preventing the buildup of outstanding balances.

### **CANCELLATION AND RESCHEDULING:**

To ensure effective communication, please note that session cancellations and rescheduling cannot be made via email or phone calls. Instead, kindly use our secure client portal for these purposes. If you are not connected to the portal, please let your provider know so they can resend an invitation. This change will help maintain accuracy and ensure efficient scheduling. All links to your dietitian's online scheduling can be found [here](#) and [here](#) and on the signature of your dietitian's email. If you need assistance, you can email [contact@sidebysidenutrition.com](mailto:contact@sidebysidenutrition.com).

**Our Why:** This is important because relying solely on emails and phone calls for session cancellations and rescheduling may result in delays or missed messages, potentially leading to scheduling conflicts and inefficiencies in our appointment system. Using our secure client portal ensures that important updates are promptly received and acted upon, facilitating smoother and more reliable communication between clients and our team.

### **CC DECLINE AND BALANCE POLICY:**

We will not send invoices for declined cards. If your card declines, we will promptly contact you via email, text, and phone call, and you will have two days to resolve the issue. If we are unable to obtain the updated credit card and get the balance rectified, we will be notifying you again to pause future sessions until we are able to get a new card on file and the balance is paid.

**Our Why:** The reason behind this change is to streamline our billing process and address declined card issues more effectively. This proactive approach helps prevent the buildup of unpaid balances and ensures a smoother payment experience for both clients and our team.

**DIAGNOSES REQUIRED IMMEDIATELY:**

For insurance billing, it is essential to have a diagnosis. In the absence of a diagnosis, clients will be considered private pay until a diagnosis is obtained. We can bill retroactively for up to 90 days once the diagnosis is provided, and we will refund any previous payments if insurance covers the sessions.

**Our Why:** The reason behind this change is to streamline our billing process and address declined card issues more effectively. This proactive approach helps prevent the buildup of unpaid balances and ensures a smoother payment experience for both clients and our team.

We are committed to enhancing the overall efficiency of our billing process, which in turn improves transparency and reduces administrative burdens for both our clients and our team. By promptly addressing any payment issues that may arise, we aim to create a smoother and more streamlined payment experience for all clients, ensuring that their focus remains on the counseling sessions and your well-being rather than worrying about billing matters. Our goal is to foster a supportive and stress-free environment, where clients can fully engage in their therapeutic journey with confidence in our payment process.

Additionally, these changes will not only improve our immediate billing process but also contribute to the long-term sustainability of our practice. By addressing payment issues promptly and streamlining our billing system, we can ensure stable financial operations, enabling us to continue providing quality nutrition counseling services to our clients for years to come. This enhanced efficiency will allow us to allocate resources more effectively, maintain a stable financial foundation, and ultimately serve our clients with the highest level of care and support over the long term. Our commitment to these improvements reflects our dedication to being a reliable and trusted partner on each client's therapeutic journey, fostering lasting relationships, and making a positive impact in their lives for years to come.

**Click here for a short video on our *why* for these policies:** [Billing Update Video](#)

If you have any questions or concerns regarding these policies, please don't hesitate to reach out to us. We genuinely appreciate your continued support, and we look forward to serving you with enhanced efficiency and professionalism.