

## Hall Center Operational Policies

The Hall Center physicians are NOT contracted providers with, or aligned to provide services for, any insurance companies including Medicare and Medical. **We require payment at the time of service; therefore The Hall Center does not bill insurance** or file insurance claims under any circumstances. The types of payment accepted are as follows: MasterCard, Visa, American Express, Discover, or Cash. We do not accept any checks and do not offer payment plans for our services. Please note that if more lab testing is needed at the time of your visit, such as cultures, a pap smear, blood work, etc., there may be additional charges.

The Hall Center offers bio-identical hormones and other prescription medications. Since we are not affiliated or contracted directly with any insurance companies, we will provide you with applicable claim forms to submit your charges for prescriptions to insurance for reimbursement. Client will assume full responsibility for such charges.

Every client visit is unique and customized to their treatment plan. Laboratory testing may be required for most visits. **You will be required to have your labs drawn at The Hall Center or a lab of your choice at minimum two weeks before your next appointment.** Client will ensure lab work is complete and ready for any scheduled appointments as prescribed by their doctor. Imaging may also be needed at your visits or for your treatment program, which can also be done at The Hall Center or an imaging facility of your choice. **Additional fees may be incurred for imaging, blood work or any other laboratory testing.** Client will assume full responsibility of such billing charges.

The Hall Center offers a variety of testing through take-home test kits. Test results for these kits can take up to 4 weeks to process. Billing for these tests are handled directly through the lab company providing the testing, and are never billed through The Hall Center. Client assumes full responsibility for all costs of test kits provided.

**All appointments are considered confirmed at time of booking.** As a courtesy, The Hall Center will call up to three weeks prior to an appointment for a reminder. All appointments also receive an email confirmation and a reminder 72 hours to the scheduled time. If we leave a message regarding your appointment, we ask that you call back to confirm the details of your visit and any reports needed at your consultation. **It is the client's responsibility to ensure all laboratory testing is ready by the time of their appointment.**

To allow for full convenience and flexibility, The Hall Center recommends appointments be scheduled in advance. **The Hall Center requires that all clients keep an active credit card on file,** which will be charged for services that are provided or for late cancellations or no-show fees. Client hereby authorizes The Hall Center to charge the credit card on file for the services rendered, or for any late cancellation or "no-show" fees. The Hall Center will provide the substantiating paperwork supporting any such charges.

The Hall Center scheduling is designed to allow the correct amount of time to complete a service. A late arrival will reduce the effectiveness of a treatment or consultation. In consideration to others, a service must end on time so the next client's appointment can begin as scheduled. **Late arrivals may be subject to rescheduling resulting in a cancellation fee.**

The Hall Center's providers are typically booked months in advance, and there is usually a long wait list of clients who would like an earlier appointment. **Therefore, there is strict cancellation policy upheld for all scheduled appointments. The cancellation fee will be 100% of any scheduled services for the day.** Our clinical business days are Monday through Friday. **A two-**

**business day (clinical business day) notification is required to avoid a late cancelled fee.**

Appointments booked on Monday must be given notice on the Thursday before to avoid a late fee, and appointments booked Tuesday must be given notice on the Friday before to avoid a late fee. **Any deposits made for a service are non-refundable.**

The Hall Center strives to improve every client's health and wellness. Time necessary to achieve balance varies from client to client. **Therefore, additional visits may be required to achieve optimal results.** Due to the nature of our services, please keep in mind there are no guaranteed outcomes and results can vary. All professional fees are to be paid in full at the time of service. The client is responsible for all service charges.

**Communication with our doctors and clinical staff:**

- Emailing your medical questions or concerns to [clientrelations@thehallcenter.com](mailto:clientrelations@thehallcenter.com) can take up to 2-4 business days for a reply.
- Brief telephone calls (less than 5 minutes) and emails (less than 5 minutes to read and respond) to clarify issues from medications/supplements or the appointment incur no charge. However, calls or emails that require discussion at length or excessively repeated calls are subject to a charge.
- Scheduling a follow up visit in person or by phone is the best way to communicate with the doctor and obtain updates to your treatment program. These follow up visits and consultations are billable at our current service rates.

**In order to get prescription refills on any medication, a client's visits with The Hall Center must be current and up to date as prescribed by their doctor,** and at minimum every 12 months. Refill requests need to be faxed or sent through secure electronic request to us from your pharmacy. This allows us to keep records of all requests. Refill requests may take up to 3 business days to process.

Product exchanges are available for any non-prescription items. **Products must be returned within 14-days and unopened for exchange.** Any product returned after 14 days from purchase may be not considered for exchange. Any refunds on products can not be used as a credit toward a service. **Prescription sales are final and can not be exchanged.**

**Lab Policy:**

The Hall Center utilizes outside laboratories to process and analyze your blood, saliva, or other materials. Because of this, you will be establishing an separate relationship with the laboratory(ies) where The Hall Center will not be involved in the billing, or collections of the applicable lab fees. However, we still want to make this process as easy and inexpensive for you as possible. So please take note of the following items:

1. We have negotiated cash rates for those who do not have any insurance coverage or those who do not wish to use insurance. This pricing may sometimes be up to 70% of the normal list price for many of the tests commonly performed. Even though the lab will be billing you directly, you will still receive our negotiated lower prices.
2. Please take note that The Hall Center is not responsible for the cost of lab services not covered by your insurance. Any questions or disputes about your lab fees need to be addressed directly with your lab or your insurance provider.

3. The Hall Center providers are out-of-network physicians and are not contracted with any insurance, which may influence coverage for laboratory testing.

Going to the doctor is often stressful enough without having to accrue complex billing issues. At The Hall Center, we continually strive to make healthcare a more pleasant experience. Knowing the information above will help make things a little easier.