Welcome to Starkel Nutrition!

Thank you for your interest in scheduling an appointment with one of our nutritionists. Please take a moment to review the following information, which outlines what you can expect when working with us, including details about your initial and subsequent appointments and how we can communicate with each other.

BEFORE YOUR FIRST APPOINTMENT

Patient Registration

Your first appointment will most likely be scheduled over the phone, after which you will receive an email with an invitation to join our patient portal. We use the secure electronic, medical charting and scheduling platform called ChARM.

Online Questionnaires

We ask that you submit these two questionnaires through ChARM:

- **Patient Registration Form**, **Financial & Cancellation Policy, and Payment Card Authorization:** In short, this is about your demographics and insurance information. To reserve your first appointment and to stay current for any billing (payment is due at the time of service), we require that a payment card be saved on file. This is encrypted within ChARM.
- **HIPAA Statement - Privacy Policy - Medical Release and Diagnosis Code Form:** These are for patient confidentiality and privacy and allow us to request your diagnoses (which we often need for billing), labs, and chart notes from your primary care provider or other appropriate physician. We will try to obtain your medical records, including lab results, ahead of your first appointment, depending on response time from your primary care provider's office.

The next questionnaire, the Intake Form, is extremely helpful for your provider. Therefore, please take your time (up to 45 minutes) to complete it carefully. Please let us know if you are unable to complete this form.

- **Intake Form:** This is about your health history and the goals you want to accomplish.

Photo ID and Insurance Card

In addition to the completed questionnaires we ask that you take the following steps to complete your ChARM profile:

1. Upload a photo of your ID (we are required to verify your identity)
2. Upload the front and back of your insurance card (scanned or photo)
3. In ChARM, share documents through the 'Documents' section.
    a. Click 'Upload' and choose the file you want to share.
    b. Click 'Upload And Share.'
    c. Then share to 'Care Member' and select 'Administrative Assistant'.
    d. If you upload without sharing, we do not get access.

YOUR FIRST APPOINTMENT

Initial appointments last about 60 minutes. To learn more about what to expect at your first appointment please visit the FAQ section on our website.

FOLLOW-UP APPOINTMENTS

We often schedule follow-up appointments at the same time as your intake, so that you are assured of getting on your nutritionist's schedule in a timely manner. You can also schedule these at the end of your intake session. We also have online scheduling for follow-up appointments. These also last 60 minutes. If required, appointments may be longer and will be billed accordingly. This will be discussed on a case-by-case basis.

INSURANCE & PAYMENTS

If you have a Washington (or Federal) based medical insurance plan with one of the many companies we are contracted with, we will bill directly to your insurance. Currently, we can bill Regence Blue Shield, First Choice, select Kaiser Permanente PPO plans (not HMO), Cigna, Premera (including LifeWise), Blue Cross Blue Shield, Aetna, and Meritain Health. We also accept some small, lesser-known local plans and federal plans. ***Your insurance plan, even if it is with one of the above insurance companies, may or may not cover nutrition services*** and some may have copays, coinsurance, and/or deductibles. It is your responsibility to check with your insurance company to see if your benefits include coverage for "Dietary surveillance" or "Nutrition services". We recommend that you ask your insurance company these questions on our website or call our billing agency, at (206) 725-0683. They can also be reached by email: billing@starkelnutrition.com.

Payment is due at the time of service. If your insurance does not cover any or all of your appointments (including co-insurance, unmet deductibles, uncovered services, etc.), ***your balance will be charged to your payment card on file at the time your patient responsibility has been determined***. We will send you an invoice and your receipt for payment through ChARM. We offer a private-pay discount for non-insurance patients.

Any product purchased from Starkel Nutrition may be returned up to 30 days from the sale date by returning the product to our office. Products purchased through the online dispensary, Fullscript, have separate return policies, which can be found online, and do not involve Starkel Nutrition.

CANCELATION POLICY

If your original appointment time is one you can no longer keep, our policy is that you give us two (2) full business days' notice (Mon- Fri 8 am-5 pm) to reschedule your appointment. No one likes to be charged the cancellation fee which is $175. If we do not receive your rescheduling request before 2 business days, this fee will be charged to your payment method on file. Cancellation fees cannot be billed to insurance. Our cancelation policy is designed to protect our providers. It is very difficult to fill an appointment if canceled very close to the appointment time.

DIRECTION AND PARKING

Please visit our website for directions and parking.

Nutritional Counseling Fee Schedule

Most Washington state insurance companies' plans cover our services

INTAKE/FIRST APPOINTMENT* **		
50-60 minutes		$319.00
Discounted rate, for private pay		$239.00
FOLLOWUP APPOINTMENTS* **		
50-60 minutes		$292.00
Discounted rate, for private pay		$215.00
PACKAGE OPTIONS FOR PRIVATE PAY		
4-session*	$193.50/session after 10% off	$774.00
6-session*	$189.20/session after 12% off	$1,135.00
12-session*	$182.75/session after 15% off	$2,193.00
18-session*	$176.30/session after 18% off	$3,173.00
LAB ADMINISTRATIVE FEE		$79.00
**LATE CANCELATION/NO-SHOW FEE ** **		$175.00

- *All prices are for individuals unless otherwise noted.*
- *Initial appointments are not included in packages.*
- ** Packages must be used within a year of purchase.*
- *All package fees are to be paid in full at the time of purchase. Package payment plans incur a finance charge of $10/month until fully paid.*
- ***Please see late cancellation/no-show policy on website and in our questionnaires*
- *Senior discount (65 yrs or better) is 10% off individual appointments, does not apply to packages*
- *Full-time students discount is 10% with current student ID, does not apply to packages*
- **** New rate as of August 1, 2024*

7/16/2024

Starkel Nutrition | 4500 9th Ave NE, Suite 300 | Seattle, WA 98105 | www.StarkelNutrition.com |206.853.0534
admin@StarkelNutrition.com