



## Welcome to Starkel Nutrition!

Thank you for your interest in an appointment with one of our nutritionists or mental health counselors. Please take a moment to read through this information as it will clarify what to expect from working with us, and what to expect at your first and future appointments and communications.

- **Aster Galloway** is a Certified Nutritionist (CN) who specializes in eating disorder treatment and recovery. Aster graduated from Bastyr University with a Master of Science (MS) degree in nutrition and dietetics. Aster takes an integrative and functional medicine approach to healing, serving as a gentle and respectful guide for those seeking eating disorder treatment. She works with clients to direct them away from disordered eating thoughts/behaviors and body dysmorphia while improving their relationship with food and their own ideas of self-image. Before coming to Starkel Nutrition Aster was with Center for Discovery in Bellevue where she provided nutrition therapy to eating disorder patients, wrote menu plans, and taught group counseling sessions such as *Body Acceptance*, *Mindful Movement*, and *Self Esteem*.
- **Autumn Hoverter** is a Registered Dietitian Nutritionist (RDN) with over a decade of experience. Autumn holds a Bachelor of Science (BS) degree in Psychology from the University of Washington and a Master of Science (MS) degree in Nutrition from Bastyr University. Autumn is a highly capable nutritionist who sees a wide range of clients though her main areas of focus are chronic disease/autoimmune care, family nutrition, gastrointestinal disorders, and overall wellness care. Autumn is an energetic, compassionate advocate for her patients, and perseveres in the face of complicated cases.
- **Gretchen Gruender** is a Registered Dietitian Nutritionist (RDN) and Board Certified Specialist in Oncology Nutrition (CSO). She holds a Master of Science (MS) degree in nutrition from Bastyr University and completed her dietetic internship at Washington State University. As a specialist in oncology nutrition, she is prepared to help at all stages of the journey with cancer whether her clients are in treatment, out of treatment, or working on prevention.
- **Siona Sammartino** is a Registered Dietitian Nutritionist (RDN) with a focus in Functional Medicine Nutrition. She completed her Bachelor of Science degree in nutrition and culinary arts and holds a Master of Science (MS) degree in nutrition, both from Bastyr University. She helps her clients translate the complex biochemical science into everyday application of nutrition. She specializes in Integrative and Functional Nutrition, which focuses on achieving optimal health by supporting the whole person.
- **Grace Lautman** is a Certified Nutritionist (CN), Licensed Mental Health Counselor Associate (LMHCA), and certified personal trainer (CPT). She completed her Bachelor of Science degree in dietetics/nutrition from the University of Wisconsin-Madison, and her Master of Science (MS) degree from Bastyr University in nutrition and clinical health psychology. Additionally she is a certified personal trainer through the National Academy of Sports Medicine (NASM). Grace has completed clinical training in therapy and nutrition at Bastyr Center for Natural Health, Swedish Medical Center, in private practice work, as well as in a year-long practicum in Ballard High School's Teen Health Center.
- **Julie Starkel** is a Registered Dietitian Nutritionist (RDN) who specializes in Functional Medicine Nutrition. Her focus is on long-term, client-centered counseling to assess, educate, and manage her clients' nutrition and the influencing factors, so as to meet their therapeutic and wellness goals. Julie is a Registered Dietitian Nutritionist (RDN), and holds a Master of Science degree in Whole Foods Nutrition (MS) from Bastyr University and a Master of Business Administration (MBA.) Over the last 20 years, Julie has held various roles in the health and fitness fields, both in business and in nutrition, including an internship in hospitals, specialty clinics, schools and public health agencies.

This document contains information for you as a new patient. You must also submit the online questionnaires sent to you through the Patient Portal before the start of your appointment. It normally takes about an hour to complete the questionnaires. If you cannot fill out the questionnaires ahead of time, please arrive 30-45 minutes prior to your appointment to complete the



paper versions of the questionnaires (failure to do so will result in a shortened appointment time). Details on the questionnaires follow.

- **Health History Intake Form** – This is the your health history where you communicate your goals, history and any other relevant information.
- The **Medical Release Form, and Instructions** for completing it, is sent to your health care provider, usually your doctor. We use this form to request your labs, if you have them, from your doctor/health care provider. Although chart notes are not necessary, if you have an existing health condition, we will be able to more quickly address it if we have your medical history. These are most useful at the 2<sup>nd</sup> appointment. For those billing insurance, we also need you to fill-out the top portion of the **Diagnosis Code Form**. We will send this to your doctor along with the signed Medical Release form to obtain diagnosis codes, which we need to bill your insurance.
- **Patient Registration Form** – This is for insurance carriers. If you are coming to see us for an appointment that is covered by insurance, please be sure to fill this out. Bring your insurance card and driver's license, as HIPAA (the privacy act) requires us to have these on file.
- **Privacy (HIPAA) Statement and Agreement** – this pertains to patient confidentiality.
- **Cancellation/No Show Policy and Credit Card Authorization** – We require that a credit card be saved on file to reserve your first appointment. It is only charged with your permission if you make purchases during your appointment or for late cancellation/no-show fees (see Cancellation policy below).

## YOUR FIRST APPOINTMENT

### Please complete and/or bring the following to your first appointment:

- Complete online questionnaires
- Labs from last 24 months
- Bring insurance card and a photo ID

To learn more about what to expect at your first appointment please visit the [FAQ](#) section of our website.

## FOLLOW UP APPOINTMENTS

Your first follow up appointment can be scheduled at the end of your initial session. We also have online scheduling for follow up appointments. During the time after your initial appointment, note any questions you may have about your new plan. For any urgent questions including issues with the plan, please contact your nutritionist on the ChARM portal. Otherwise, please wait until your scheduled follow up appointment. We recommend keeping a notebook of your treatment and writing down questions as they come up between appointments. *For any emergencies, please contact your physician or call 911.*

### Please bring the following to the second appointment:

- All nutritional supplements you are taking (in a bag)
- Recent blood labs (up to 24 months), if you didn't on the first appointment



Follow up appointments usually last 50 minutes. If required, appointments may be longer and will be billed accordingly. This will be discussed on a case-by-case basis.

## PAYMENT

Payment is due at time of service. At this time, we are credentialed with Regence Blue Shield, Aetna, First Choice, select Kaiser Permanente PPO plans, Uniform, Cigna, Premera (including LifeWise), and Blue Cross Blue Shield. Other insurance companies may be coming soon, so be sure to ask our assistant or biller. Your PLAN, even if it is with one of the above insurance companies, **may or may not cover nutrition**. For cash pay patients, we offer an out-of-pocket discount. If your insurance does not cover any or all of your appointment (such as in the case of unmet deductibles, uncovered services, etc.), A&R Billing Services will send you an invoice for the balance. It is your responsibility to pay this upon receipt. Our Fee Schedule is included at the end of this letter. We accept cash, checks, credit, and debit cards.

Any product purchased from Starkel Nutrition may be returned up to 30 days from the sale date. Product purchased through the online dispensary, Wellevate, has a separate return policy, which can be found online.

## INSURANCE

To see if our nutrition services are covered by your insurance company, please check with your insurance by asking the questions located on [this page of Starkel Nutrition website](#), or call our billing agency, A & R Billing Services, at (206) 725-0683 and ask for Anna or email her at [billing@starkelnutrition.com](mailto:billing@starkelnutrition.com).

## CANCELLATION POLICY

We request that all appointments you cannot make are cancelled at least two (2) **business days** (Mon-Fri), i.e. 48 hours, during business days, in advance of your appointment to avoid a \$175 cancellation fee, and more importantly to allow someone else to fill this time slot. This fee cannot be billed to insurance. If you have any last-minute scheduling questions or you need to cancel your appointment, please call or text us at (206) 853-0534 (your direct reply to an appointment confirmation or reminder email or text will not get delivered to us), send an email to [admin@starkelnutrition.com](mailto:admin@starkelnutrition.com) or contact Administrative Assistant on ChARM.

## DIRECTIONS

Please visit our [website for a map to our office](#).

## Fee Schedule



### Nutrition

- Some appointments may be with an associate nutritionist.
- All prices are for individuals.

- Intake/first appointment	\$294 (50-60 minutes on average) \$198 (out-of-pocket discounted rate)
- Follow-up appointments	\$270/hour (50-60 minutes) \$178/hour (out-of-pocket discounted rate)
- 4-session package	\$660 (\$165/session)
- 6-session package*	\$960 (\$160/session)
- 12-session package*	\$1860 (\$155/session)
- 24-session package*	\$3600 (\$150/session)

All fees for packages paid in full. Initial appointments are not included in packages. No expiration dates.

\*Payment plans may be set up; \$10/month finance fee applies.

Lab analysis (prorated in 15 min increments)	\$175/hour (can use a session from package)
Late Cancellation/No-Show Fee**	\$175
Cooking Services	\$55/hour
Private Grocery Store Tour (3 people max) (with masters student)	\$95/hour
Grocery tour/ pantry overhaul /cooking trio package (personalized, private cooking class)	\$195 for one person, \$225 for two people (one pantry only)

\*\* Please see late-cancellation/no-show policy on website, in our questionnaires or in the Starkel Nutrition Welcome Letter.