

# **Cancer Nutrition Care PAYMENT POLICY**

**PLEASE REVIEW THIS POLICY CAREFULLY ALONG WITH CANCER NUTRITION CARE'S (CNC) TERMS OF SERVICE & USE AND PRIVACY POLICY AS THERE ARE OTHER RELEVANT POLICY TERMS AND CONDITIONS IN BOTH DOCUMENTS THAT YOU SHOULD BE AWARE OF.**

## GENERAL POLICY STATEMENTS

Cancer Nutrition Care (CNC) product and service fees are displayed on the CNC website and again when you register for any services or purchase any products. Our invoices, charges and fees are required to be paid in U.S. dollars. All product and service fees are exclusive of any tax, levy, or similar governmental charge that may be assessed. You are responsible for any applicable taxes. Payments are due when purchasing products and immediately following service sessions unless other financial arrangements are made in advance. We only accept credit cards at this time and ask clients, patients, family members and caregivers to enter their credit card information when booking an appointment. Your card will not be charged as part of the booking process. If you don't have a credit card or wish to pay another way, please contact us at [admin@cancernutritioncare.com](mailto:admin@cancernutritioncare.com) to make other arrangements. Once your session is complete, your credit card will be charged and a receipt emailed to you.

## HEALTH INSURANCE COVERAGE

CNC does not accept insurance at this time and is not set up to submit insurance claims on behalf of clients. If a CNC service or claim is not paid by an insurance company then the client is responsible for any and all balances. Please note that not all diagnoses are covered by insurance and that a physician referral is often required for coverage. If you have a health insurance policy, your provider may cover our services however. We can provide you with a "superbill", following your session, to submit to your insurance company. A "superbill" is an invoice/receipt that contains the information required by Medicare, Medicaid, and private insurance companies. Please keep in mind that our services may not be covered by your particular insurance plan or Medicare/Medicaid. Being referred to CNC by another physician does not guarantee that your insurance will cover our services either.

Please remember that you are fully responsible for all charges incurred at CNC. We encourage you to contact your insurance company to confirm if they cover services related to nutrition counseling and Medical Nutrition Therapy by Oncology Dietitians. CNC cannot guarantee that our products or services will be reimbursed by your insurance carrier.

## REFUNDS

CNC does not issue refunds for any of our products or services. Please contact us if you feel a refund is justified, we can discuss this with you. Clients are financially responsible for all products, services, and packages they agree to purchase. Clients also agree that if they are purchasing a package, or bundle of services, they may be required to pay for these in full and may not qualify for a refund if they miss a session or fail to use them within 12 months.

## RESPONSIBILITIES

Our relationship with clients is a partnership and both parties agree that there are specific responsibilities in working relationships like this. CNC Oncology Dietitian's will provide medical nutrition therapy and/or nutrition counseling to you. All information shared with CNC and your dietitian will be kept in strict confidence unless stated otherwise. CNC Dietitian's will "meet you where you are", in your journey, and always provide professional, evidence-based inputs and expertise when providing recommendations. CNC Oncology Dietitians will also be sure and acknowledge, and celebrate, your progress along the way!

## SESSION TERMS & CANCELLATION FEES

As the client, you agree to be on time for appointments and honor the payment amount as listed on the CNC website and any payment schedule, if applicable. If you arrive late, your session might be shortened to accommodate others who have appointments following yours. We cannot offer any refunds if you arrive late, you will be charged the full amount for that session. Please notify your dietitian if you need to cancel or reschedule your appointment. If you miss a scheduled appointment or have not provided a 48-hour cancellation notice, you may be charged a \$50.00 fee. There are exceptions to this and we will try and accommodate all clients by first understanding the situation.

## CREDIT CARD INFORMATION

CNC uses Square to process credit card transactions which is our standard method of collecting fees. If you use Square to make a payment, we will receive and store your credit card information for the duration of the service, until your credit card is charged and the requested product or service transaction has been finalized. Please note that for some programs or services, your credit card information may be stored in the secure Practice Better database. If you do not want your credit card information stored in our secure database, please contact us at [admin@cancernutritioncare.com](mailto:admin@cancernutritioncare.com).