



## Office Policies

### Fees

Insurance co-pays are due in full at time of service. A prompt payment discount is available for out-of-pocket and out-of-network office visits when payment is received at the time of service. We accept checks, cash, debit and Visa, MasterCard, American Express & Discover.

Your insurance company may or may not cover the office visit fee. *It is the patient's responsibility to be aware their coverage and benefits. Please contact your insurance company to find out what they cover.* There may be a fee for extensive phone calls and emails for new problems unrelated to prior visits.

### Phone Visits

For established patients and lab follow up, if you choose to have a phone consult with Dr. Evangelynn, you will be charged the full visit fee that varies pending on length. Please be aware insurance companies may not cover these charges. Phone visits cannot address new concerns or follow ups requiring physical exam.

### Cancellations

We are unable to provide phone call reminders. Last minute cancellations of scheduled appointments are difficult to fill and costly, therefore appointments missed or cancelled in less than 48 hours prior to their scheduled time will incur a late cancellation fee of \$60.00-\$100.00. Exceptions are always made for unpredictable circumstances such as inclement weather, power outages, emergencies, etc. Please contact [info@truecareintegrative](mailto:info@truecareintegrative) or call the office directly if needed. If Dr. Evangelynn needs to cancel an appointment due to a sickness, inclement weather, or an emergency, you will be notified as soon as possible and be rescheduled in a timely manner.

### Prescription Refills

Please contact your pharmacy *at least one week* prior to needing a refill on any prescription medication. Urgent refill requests may incur a \$15.00 fee.