

Dixon Chiropractic and Wellness Center Financial Policy

We strive to be completely transparent in all aspects of life and business. Please read this to become familiar with our coding and billing practices and other financial policies. The following service fees and policies are effective as of 03/01/2021.

NetworkSpinal™ Care, the unique form of chiropractic care provided in our office, does not fit into standard chiropractic billing and we have yet to see a health insurance company cover this type of chiropractic care, even when chiropractic benefits are available. We continue to research and apply the most appropriate coding and billing practices and may update this policy periodically as coding regulations change.

Our Care is only Provided as a Course of Care with a Written Plan and Measurable Outcomes

To offer you the best care possible, remain in integrity with professional standards of care, and comply with our state board regulations, our care is only offered as a course of recommended care with proper evaluation, measurable outcomes, and goals. NetworkSpinal care is a process of re-educating your body, helping you develop new neural strategies and optimize your ability to adapt and heal naturally. We do not provide care as a “once in a while” visit for symptomatic relief.

Services are only provided with full notice of the expected cost of care.

Payments, Invoicing, Services and Fees, Prepayment Discount Options, and Special Rates

- **Payments**

- Patients/Practice Members are responsible for payment of all services provided and all products purchased at Dixon Chiropractic and Wellness Center (DCWC).
- Our office does not accept insurance payments for services provided as we have yet to see a health insurance carrier cover NetworkSpinal Care. Occasionally auto-insurance policies have covered this form of care in injury cases. Even in these cases, it is possible that NetworkSpinal care will be classified as wellness care and may not be covered.
 - In the event of an accident case we require payment at the time of service though we will be glad to provide you with any records and payment receipts to help you file for reimbursement.
- Payments are due at the time of service though our office currently operates without a staff and Dr. Jason does not stop to process payments during service hours.
- You are welcome to make cash or check payments at the time of service by placing cash payments in an envelope with your name and depositing it in the red payment drop box in the adjustment room.
 - Checks may be deposited in the drop box without an envelope.
 - Receipts for drop box payments are available upon request the by following business day. Please indicate on your payment envelope if you prefer a printed or emailed receipt.
- Card payments are processed using *WaveApps* invoices.
 - You may keep a card on file with our secure payment processor and we will process your payments on your behalf after services have been provided.
 - If you are coming in more than one time per week, we will process payments at the end of the week as a single payment to save time and transaction charges.
 - Card payment receipts are emailed to the address we have on file. Printed receipts are available on request. If you do not want an emailed receipt, please let us know.

- **Invoices**

- If you decide not to keep a card on file, you will receive email invoices for services provided. These are typically sent out on Wednesdays and Fridays.
- Unless you have prepaid for services or agreed to a care plan monthly payment option, you will receive an invoice for each day/week of services.
- Invoices will show a due date of 7 days after the invoice date though we ask you to please make your payments as soon as possible.
 - Invoice reminders are automatically sent by our invoicing system.
- If invoices are routinely past due, we may require prepayment for future services to facilitate timely payments.

- **Services, Billing Codes, and Fees**

- **NetworkSpinal™ Care**

- **Spinal Wellness Evaluations: \$70**
 - Billing code: 99499, unlisted exam code
 - Includes full spinal and HRV scans, posture evaluation, dual scale weight distribution, motion and static palpation of your spine, muscles, and extremities (arms, legs, TMJ if indicated).
 - May also include muscle, sensory, and reflex testing when indicated.
 - We use the unlisted exam code because these spinal evaluations are not for the purpose of diagnosing and managing conditions. Instead, we focus on evaluating spinal-neural integrity, wellness, and your overall adaptability.
 - **Progress Evaluations: \$30**
 - Billing code: 99499RE, unlisted exam code with accounting indicator "RE" for re-evaluation
 - Includes one or more: spinal scans and /or HRV scans to evaluate progress during a care plan.
 - May include muscle testing when indicated.
 - **NetworkSpinal Care Session: \$50**
 - Billing code: 97139, unlisted therapy code*
 - During Initial Immersion Care Plan or accident/injury focused care
 - Also known as "NetworkSpinal Entrainment" or "NetworkSpinal Adjustment"
 - **NetworkSpinal Care for Ongoing Wellness Care: \$40**
 - Billing code: "ENTRAIN," non-billable accounting code. There is no standard billable code for this service when provided for ongoing wellness care.

- **Other Services (provided in addition to NetworkSpinal Care when needed**)**

- Chiropractic adjustments of 1-2 areas of the spine (98940): \$50
 - Chiropractic adjustments of 3-4 areas of the spine (98941): \$60
 - Chiropractic adjustments of extremities (98943): \$25
 - Chiropractic adjustment for wellness/supportive care (S8990): \$40
 - Manual muscle testing and muscle therapies (CCAAP, 97140, 97110): \$200/hour (\$50/15 minutes)
 - Intuitive Energetic Services (no billable code, not a chiropractic service): \$200/hour (\$50/15 minutes)

- **Combined Services Pricing**

- *Combination of NetworkSpinal care and other spinal adjustments when provided on the same visit:*
 - *Initial/Therapeutic Care (97139 + 98940): \$80*
 - *Ongoing Wellness Care (ENTRAIN + S8990): \$50*
 - This discount is due to an overlap in what the that standard billing codes cover in our analysis of your spine. This way we are not charging you for the same service twice.

**There are no existing CPT (current procedural terminology) codes that apply to NetworkSpinal care sessions. When this care is provided with a therapeutic care focus (in the initial immersive period of care when monitoring complaints/concerns or when supporting you while you heal from an injury) the 97139, unlisted therapy, code is used. Please see the document "NetworkSpinal™ Care, A Holistic Wellness Care Method, Objectives and Terminology, and Coding & Billing Policies" if more information is needed regarding the use of this code.*

***The primary service provided at DCWC is NetworkSpinal care. Dr. Jason is fully trained and licensed to provide a wide variety of chiropractic and physiotherapy procedures, though following years of research and clinical experience, he sees the most sustainable changes in spinal health and overall adaptability through the application of NetworkSpinal care and considers this to be the foundation and an essential part of all care he provides. There may be times where other forms of care are appropriate for your individual needs. Dr. Jason will be glad to refer you to and collaborate with an appropriate care provider and may offer other services when needed. If you do not wish to receive NetworkSpinal care, we will be glad to help you find another chiropractor.*

- **Prepayment Discount Options for Initial Immersion Care Plans**

- **Prepayment** for an entire recommended care plan: receive a 20% discount on recommended services.
- **Monthly Payment Options**
 - **50% Down Payment and Reduced Monthly Payments:** receive a 15% discount on recommended services.
 - Your 50% down payment is considered your 1st month payment. We calculate the remaining total for your recommended care plan and divide the total by the remaining number of months of your care plan. (i.e. 4 month plan: 1st month 50%, 3 months 16.67%)
 - **Monthly Payments with 30% Down Payment** receive a 10% discount on recommended services.
 - For monthly payment options, we require a 30% down payment as the 1st month payment in your care plan. (i.e. 4 month plan: 1st month 30%, 3 months 23.33%)
 - Care plans often begin with more frequent visits, so the 30% down payment covers the higher frequency of visits.
- If we discover a need for additional services to be provided that were not included in your recommended care plan, these services will be offered with the same discount you received on your entire care plan while you are still following the current plan. Payments for additional services follow our standard payment policies described above.
- You are always welcome to begin your recommended care plan and pay for your services at our standard rates when they are provided. Should you decide to take advantage of a monthly or complete prepayment option **within 2 weeks of starting care**, we will apply the appropriate discount to care plan services you have already paid for. (This discount does not apply to your initial visit to our office.)
- **Refunds:** All prepayments are shown as credit on your account until services are rendered. Full refunds for services not yet provided are available upon request, without penalty or alteration of discounts applied. No refunds are available for services already provided.
- Care and payment plan agreements are not a binding contract and may be cancelled at any time. If a care plan is cancelled and a refund is requested, you are always welcome to return for a re-evaluation and new care plan, though future savings plans may be unavailable.

Beyond Wellness Care

After your initial immersive care, you will likely have a good sense of how your body responds to NetworkSpinal care and what frequency of care supports your continued progress and personal growth. NetworkSpinal care helps you advance new body-mind strategies to discover and express your highest health potential. Research in NetworkSpinal care has yet to reveal a ceiling to the benefits of ongoing care. We recommend spinal wellness evaluations at least one time per year to check your goals and progress.

NetworkSpinal Wellness Care sessions are priced at \$40 per visit. Based on what we agree is the optimal frequency of care for you, we will create your Beyond Wellness Plan. We will re-evaluate your wellness plan during your annual wellness evaluations. Additional savings are available with automated, recurring payments.

- **Annual Wellness Plans:**

- Automated Annual Payments receive 20% savings.
- Automated Monthly Payments receive 10% savings.
- When you sign up for an Annual Wellness Plan and set up automated payments for your care, you receive a Lifetime Price Lock (your care rates will never increase) and VIP Membership with additional benefits.
 - If payment plan is paused for more than 3 months, you are always welcome to resume care at our current rates. (Exceptions may be made on an individual basis)
- Refunds are available for unused visits upon cancellation of your plan. You are always welcome to resume care at our current rates.
- If you are not seen for 3 months and have not contacted us to pause your plan, we will automatically cancel your payment plan and issue a refund for credit on your account.

Special Rates

- **Household Family Members**

- Within the 1st week of starting a recommended care plan, you may refer other family members in your household for a complimentary Spinal Wellness Evaluation (\$70 value)
 - We heal best as a community as we see the best results when families are growing and optimizing their health together.
 - While we encourage everyone in your family to have their spinal health and the integrity of their nervous system evaluated, we do not pressure anyone into receiving care.
- Children age 0-1 may receive NetworkSpinal care at no charge while their parent(s)/guardian(s) are receiving care.
 - Birth can cause severe stress to the cervical spine, especially with cesarean section or if the baby is pulled from the birth canal by their head and neck. We encourage having infants' spinal health checked as soon as possible to support their optimal growth and development.
- Children age 1-17 may receive NetworkSpinal care with a 30% discount while their parent(s)/guardian(s) are receiving care.
 - There are numerous benefits to care beyond addressing pain and symptoms. We recommend having the health and integrity of everyone's spine and nerve system checked to support an optimal life expression.

- **Teachers (K-12), Police, Firefighters, Active Military, and Disabled Veterans**

- Dr. Jason is honored to have any opportunity to serve those who serve our community and our country.
- We offer a 25% discount on all services to K-12 teachers, police officers, firefighters, active military, and disabled veterans as well as to their household dependents.
 - This discount also applied to police officers or firefighters who are disabled because of their service and/or are over age 62 and retired from service.

- **Special Considerations**

- We reserve the right to support those in need and offer hardship and/or charitable rates on an individual basis. Within this consideration we reserve the right to limit how many people we serve with hardship/charitable rates and/or to designate select services as eligible for these rates to ensure the financial health of our practice and maintain our ability to continue service to others.

Thank you for choosing Dixon Chiropractic and Wellness Center as your partner in optimal health and wellness! We are excited you are here and look forward to being your guide to better health for years to come.