

Policies and Terms



Financial Agreements:

Payment of all fees is expected at the time of service or via credit card on file. We will assist you in submitting claims to your insurance carrier.

It is the client's responsibility to check insurance benefits and coverage. You will be responsible for any non-covered services, deductibles, co-payments or co-insurances, as determined by your insurance carrier. Accounts unpaid by the insurance carrier greater than 90 days will be billed to the client.

- Outstanding balances that remain unpaid after 30 days will incur a 10% late fee. An additional 10% late fee will be added for each following 30 days the balance remains unpaid. Any outstanding balances after 90 days may be referred to an outside collection agency.
- If required by insurance, it is the client's responsibility to bring a proper referral (and/or obtain any required pre-authorization) and copay to the appointment.
- NNDC cannot guarantee insurance coverage for services and it ultimately the client's responsibility to be aware of your insurance coverage, limitation and exclusions before the time of service.
- Out-of-pocket payments can be made via credit/debit card, cash or check and are due on the date of your appointment. Credit/debit card payments can be made directly with your Registered Dietitian or through the Healthie portal. Please make checks payable to Nielson Nutrition & Diabetes Care. There is a \$35 fee for all returned checks.
- The client will be responsible to pay a \$40 late cancel fee for any missed or cancelled visits, not made at least 24 hours in advance prior to the scheduled appointment time.
- If the client defaults on their account, they understand that they will be subject to finance and/or legal fees in addition to the total account balance.

Telehealth visit option

NNDC offers telehealth visits through the HIPPA-compliant Healthie platform. These visits will be billed similarly to in-person visits and all agreements in this document further apply to telehealth visits.

Nutrition Disclaimer:

NNDC provides dietitian and nutritional services as Registered Dietitians, and not medical physicians. NNDC does not, and will not, dispense medical advice or diagnose or treat any medical conditions, but rather, will exclusively provide nutritional recommendations and education for conditions diagnosed by a third-party medical professional.

Food Allergies/Sensitivities:

Specific foods may cause allergic and possible fatal reactions, for example, but without limitation, products containing nuts. The client agrees to disclose any food allergies/sensitivities that they are aware of. The client is aware that specific foods may interact with certain medications and that they have discussed the side effects of all of their medications with their doctor or pharmacist. The client releases NNDC, its directors, officers, employees and stockholders from any legal responsibility or liability for recommending or providing certain foods after relying on their disclosure of known food allergies/sensitivities.

Supplements:

Any advice regarding dietary supplements provided by NNDC is strictly done so by opinion only, and these products may not have been approved by the FDA. The client acknowledges that any companies or products mentioned by NNDC are not affiliated with NNDC and NNDC, its directors, officers, employees or stockholders are not liable to any claims relating or arising there from.

Release of Information:

The client grants permission to NNDC and its employees to communicate with their healthcare providers including obtaining and releasing medical records or progress notes and discussing their treatment plan.

Medical records and treatment are confidential and will not be disclosed without the client's written consent unless under legal compulsion. NNDC is not responsible for any action or adverse consequence related to the release of this information and is not required to verify validity of the provider information supplied by the client.

Notice of Privacy Practices:

NNDC has implemented policies and procedures so that the confidentiality of the client's personal and medical information remains confidential. NNDC requires the client's consent to use and disclose protected information to carry out treatment, payment and health care operations. NNDC agrees to make the Notice of Privacy Practices available to the client.

The client has the right to revoke consent in writing at any time, except to the extent that the use or disclosure has been made prior to your revocation and NNDC has acted in reliance to the client's consent.