



Welcome to Starkel Nutrition!

Thank you for your interest in an appointment with one of our nutritionists and/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.

ONLINE QUESTIONNAIRES

You must submit the online questionnaires sent to you through the Patient Portal before the start of your appointment. It normally takes about 1 hour to do so. If you cannot fill out the questionnaires ahead of time, please arrive 30-45 minutes prior to your appointment to complete them in person (failure to do so will result in a shortened appointment time). Questionnaires that need to be filled out prior to your first appointment are:

- **Health History Intake Form** This is your health history where you communicate your goals, history and any other relevant information.
- The **Medical Release Form** is sent to your primary care doctor (or other appropriate physician) to request your labs and chart notes. If you have an existing health condition, we will be able to more quickly address it if we have your medical history and lab results. Please fill out the **Diagnosis Code Form**, so we can send it to your doctor to obtain diagnosis codes, which we need to bill your insurance.
- **Patient Registration Form**
- **Privacy (HIPAA) Statement and Agreement** This pertains to patient confidentiality.
- **Financial & Cancellation Policy and Credit Card Authorization** – We require that a credit card be saved on file to reserve your first appointment and to stay current for any billing. You are financially responsible for any balances on your account and will have 30 days to pay any outstanding charges.

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 or along with your initial appointment to secure a timely follow up. We also have online scheduling for follow up appointments.



We recommend that you bring the following to your follow up 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 60 minutes. If required, appointments may be longer and will be billed accordingly. This will be discussed on a case-by-case basis.

INSURANCE & 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, Cigna, Premera (including LifeWise), and Blue Cross Blue Shield. We also accept some small, lesser known plans. **Your individual plan, even if it is with one of the above insurance companies, may or may not cover nutrition.** It is your responsibility to check with your insurance company for nutrition services or dietary surveillance coverage. To see if our nutrition services are covered by your insurance company, please check with your insurance by asking [these questions](#) on our website or calling our billing agency A&R Billing Services at (206) 725-0683 or at billing@starkelnutrition.com.

We offer an out-of-pocket discount for cash patients. If your insurance does not cover any or all of your appointment (such as in the case of unmet deductibles, uncovered services, etc.), we will send you an invoice for the balance. It is your responsibility to pay this upon receipt. Your balance will be charged to your credit card on file after 30 days of non-payment.

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.

CANCELLATION POLICY

We request that all appointments you cannot attend are cancelled at least two (2) **business days** (Mon-Fri), i.e. 48 hours in advance of your appointment to avoid a \$175 cancellation fee and to allow someone else to fill this time slot. This fee cannot be billed to insurance.

DIRECTIONS

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



Fee Schedule

- All prices are for individuals.

Intake/first appointment \$294 (50-60 minutes on average)
\$216 (discounted cash rate)

Follow-up appointments \$270/hour (50-60 minutes)
\$190/hour (discounted cash rate)

PACKAGES:

4-session package*	\$685	(\$171/session 10% off)
6-session package*	\$999	(\$166/session 12.5% off)
12-session package*	\$1939	(\$161/session 15% off)
24-session package*	\$3740	(\$155/session 18% off)

All fees for packages are to be paid in full at the time of purchase. Initial appointments are not included in packages. Packages to be used within a year of purchase.

Lab analysis (prorated in 15 min increments) \$175/hour

Late Cancellation/No-Show Fee** \$175

Cooking Services \$55/hour plus food

Private Grocery Store Tour (3 people max)
(with masters student) \$95/hour

Grocery tour/ pantry overhaul /cooking trio package \$249 for one person, plus food
(personalized, private cooking class) \$275 for two people (one pantry only)

** Please see [late cancellation/no-show policy on website](#) and in our questionnaires.

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