



Welcome to Starkel Nutrition!

Thank you for your interest in an appointment with one of our nutritionists and or our naturopathic physician. 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.

Before Your First Appointment

Patient Registration

We use the secure electronic medical charting and scheduling platform called ChARM. When your first appointment has been scheduled over the phone, you will receive an email with an invitation to join our patient portal.

Online Questionnaires

Through your ChARM patient portal, you will receive our questionnaires. You must submit the questionnaires online at least two (2) full **business days** before the start of your first appointment. The questionnaires take 45-60 minutes to complete. Failure to provide the forms ahead of your appointment may result in a shortened appointment time. Questionnaires that need to be filled out are:

- **Health History Intake Form :**
Your health history form is where you communicate your goals, history and any other relevant information.
- **Food Frequency Form :** This helps your provider understand your current eating habits.
- **HIPAA Statement - Privacy Policy - Medical Release and Diagnosis Code Form:** These protect patient confidentiality and allow us to request your labs and chart notes from your primary care provider or other appropriate physician. Knowledge of any existing health condition will make us able to more quickly address your concerns. We will try to obtain your medical records including lab results ahead of your first appointment, but depending on response time from your primary care provider's office, it may take longer. We are also requesting the diagnosis codes as those are sometimes required to bill your insurance.
- **Registration Form including Financial & Cancellation Policy & Payment Card Authorization:**
We require that a payment card be saved on file in our encrypted electronic health record 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.

Photo ID and Insurance Card

In addition to the completed questionnaires we ask that you take the following steps to complete your ChARM profile:

1. Upload a photo of your ID and the front and back of your insurance card through your ChARM portal.
2. In ChARM, share documents through the 'Documents' section.
3. Click 'Upload' and choose the file you want to share.
4. Click 'Upload And Share.'
5. Then share to 'Care Member' and select 'Administrative Assistant'.
6. **If you upload without sharing, we do not get access.**

Your First Appointment

Initial appointments last about 60 minutes for nutrition and 45-75 minutes for naturopathic services. To learn more about what to expect at your first appointment please visit the [FAQ](#) section on our website.

Follow Up Appointments

Your follow up appointments can be scheduled at the end of your intake session or along with your initial appointment to secure timely follow ups. We also have online scheduling for follow up appointments. These usually last 60 minutes for nutrition and 30 minutes for naturopathic services. If required, appointments may be longer and will be billed accordingly. This will be discussed on a case-by-case basis.

We recommend that you have the following available at your second appointment:

- All nutritional supplements you are taking (Please bring those in a bag for an in person appointment)



- Recent blood work (up to 24 months) if they have not already been made available to your provider through your ChARM portal

Insurance & Payment

Any copays or private pay payments are due at time of service. If billing through insurance, most of our providers are credentialed with Regence Blue Shield, First Choice, select Kaiser Permanente PPO plans, Cigna, Premera (including LifeWise), and Blue Cross Blue Shield. A portion of our providers are credentialed with Aetna, and 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 or naturopathic services.** It is your responsibility to check with your insurance company for dietary surveillance, nutrition, or naturopathic services coverage. To see if our services are covered by your insurance company, please check with your insurance by asking [these questions](#) (link to our website) or calling our billing agency A&R Billing Services at (206) 725-0683. They can also be reached by email: billing@starkelnutrition.com.

We offer a private pay discount for non-insurance patients. If your insurance does not cover any or all of your appointments (in the case of co-insurance, unmet deductibles, uncovered services, etc.), we will send you an invoice for the balance. *Your balance will be charged to your payment 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 by returning the product to our office. Products purchased through the online dispensaries, Wellevate and Fullscript, have separate return policies, which can be found online, and do not involve Starkel Nutrition.

Cancellation Policy

If clients cancel their appointments or do not show up, our providers are not paid. If your original appointment time is one you can no longer keep, our policy is that you give us two (2) full business days notice (Mon- Fri 9am-5pm) to reschedule your appointment. No one likes to be charged for a cancellation fee which is \$175. If we do not receive your rescheduling request within this timeframe this fee will be charged to your payment method on file. Cancellations cannot be billed to insurance.

Directions and Parking

Please visit our [website for directions and parking](#).



Nutritional Counseling Fee Schedule

Most Washington state insurance companies' plans cover our services

Intake/first appointment

50-60 minutes	\$319
Discounted rate, for private pay	\$234

Follow-up appointments

50-60 minutes	\$292
Discounted rate, for private pay	\$210

Packages

4-session package*	(\$189.00/session 10% off)	\$756
6-session package*	(\$183.75/session 12.5% off)	\$1,103
12-session package*	(\$178.50/session 15% off)	\$2,142
18-session package*	(\$172.00/session 18% off)	\$3,100

Lab analysis, Prorated in 15 min increments - per hour \$199

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

- All prices are for individuals unless otherwise noted
- * Packages must be used within a year of purchase. Initial appointments are not included in packages. All fees for packages are to be paid in full at the time of purchase. Package payment plans incur a finance charge of \$10/month until fully paid
- **Please see [late cancellation/no-show policy on website](#) and in our questionnaires
- Senior discount (65 yrs or better) is 10% off individual appointments, does not apply to packages
- Full time students discount is 10% with current student ID, does not apply to packages

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Naturopathic Physician - Charges

Most Washington state insurance companies' plans cover our services

Insurance Billing

Dr. McKinstry, ND is credentialed with First Choice, Kaiser PPO, Premera Blue Cross/Lifewise, Regence and Blue Cross Blue Shield. However, it is your responsibility to be sure that Dr. McKinstry is in-network with your *particular plan* and that you have naturopathic medicine benefits. When talking to your insurance company, you can ask [these questions](#) (link to our website) or call our billing agency A&R Billing Services at (206) 725-0683. They can also be reached by email: billing@starkelnutrition.com.

Standard Appointments

Billing for appointments with Dr. McKinstry, ND is based on standard medical coding for evaluation and management which involves both complexity of the case and time spent with the patient. Because of this, we do not know the exact charges until after the visit, however, in general, a comprehensive 50-60 minute new patient's first appointment is generally between \$216 and \$316. Follow-up appointments for established patients are generally between \$147 and \$192.

Preventive Office Visits

Annual exams and routine physicals are coded differently from standard visits and are based on age of the patient and whether you are a new or established patient. These fees range anywhere from \$205 to \$316. If there are additional concerns brought up at these preventive visits it is possible there will be an additional brief visit fee (which may be an additional \$147 to \$192).

Lab Analysis Fee

In case you and Dr. McKinstry agree that any testing should be performed, there will be fees for blood draws and outside lab fees, etc. Please make sure to confirm benefits specific to your plan with your health insurance provider. For some tests, a lab analysis fee of \$199 per hour (prorated in 15 min increments) will be charged for the time Dr. McKinstry spends analysing the test results. This fee cannot be billed to insurance.

Cancellation Policy

If clients/patients cancel their appointments or do not show up, our providers are not paid. Some are realizing, often too late, that an appointment they made is no longer something they can keep. Unfortunately, those late cancellations lead to fees that we do not want to charge, but have to keep in place to help keep the costs down for everyone. We ask that you please give us two (2) full **business days notice (Mon-Fri)**, if you want to cancel or reschedule to avoid the \$135-175 cancellation fee (depending on visit type). This fee cannot be billed to insurance.

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