



DOC BEE WELL

Financial & Appointment Policy

V7.1 — Effective August 8, 2026

This policy applies to appointment fees, payment, cancellation, rescheduling, no-shows, late arrival, and technology-related rescheduling. Honey Bee Membership financial and termination terms are governed separately by the Doc Bee Well Multistate Member Services Agreement.

1. Practice and Fees

Doc Bee Well is operated by Pacific Northwest Kaizen, PLLC, doing business as Doc Bee Well. Fees are disclosed before the patient authorizes a service.

- A La Carte Telehealth Visit (Non-Members): \$99 per visit. Active Honey Bee Members receive virtual primary care visits under the monthly membership fee as set forth in the Member Services Agreement.
- In-Person Office Visit: \$165 per visit. In-person Doc Bee Well visits are available only at the Tacoma, Washington office unless the practice expressly identifies another location.
- Laboratory and Other Services: Laboratory testing and other separately priced services are governed by the applicable disclosed price schedule or agreement, including Exhibit A when applicable.

Patients are responsible for charges from independent pharmacies, laboratories, imaging facilities, specialists, hospitals, urgent care centers, emergency departments, and other third parties.

2. Payment

Payment is required as part of booking when indicated by the appointment workflow. A confirmed payment does not guarantee that telehealth or in-person care will be clinically appropriate; the physician may recommend a different level or setting of care.

If Doc Bee Well cannot provide the booked service for reasons attributable to the practice, the patient will be offered an appropriate reschedule or a full refund.

3. Cancellation and Rescheduling

Patients may cancel or reschedule using the appointment-management tools provided in their confirmation communications or by contacting Doc Bee Well through an available practice communication channel.

- Cancellation Before the Calendar Day of the Appointment: The full prepaid visit fee will be returned to the original payment method when a non-member patient cancels rather than reschedules.

- Same-Day Cancellation Without Rescheduling: Doc Bee Well retains a \$15 late-cancellation fee and refunds the remainder of the prepaid visit fee. For a \$99 single telehealth visit, the refund is \$84.
- Same-Day Rescheduling: Doc Bee Well may waive the \$15 late-cancellation fee and apply the original visit payment to the rescheduled appointment.
- Honey Bee Members: Doc Bee Well's \$15 same-day cancellation fee is waived as provided in the Member Services Agreement.

4. No-Shows

- Non-Member Patients: If a non-member patient does not attend a scheduled appointment and does not timely cancel or reschedule, the prepaid visit fee is not refunded. The patient remains welcome to book another appointment upon payment of the applicable fee.
- Honey Bee Members: If a Member does not attend a scheduled virtual visit and does not timely cancel or reschedule, the missed appointment counts as one (1) of the Member's up to five (5) included virtual visits for that calendar month, but no additional fee is charged.

Doc Bee Well may exercise reasonable discretion when exceptional circumstances make strict application of the no-show policy inappropriate.

5. Late Arrival

If a patient arrives late, Doc Bee Well will make reasonable efforts to accommodate the visit. Depending on the time remaining, scheduling obligations, and clinical circumstances, the visit may need to be shortened or rescheduled. Doc Bee Well does not impose an automatic late-arrival fee.

6. Technology Failure

A patient who attends as scheduled will not be charged a cancellation or no-show fee solely because of a genuine technology failure. Doc Bee Well may attempt to reconnect, continue by telephone when clinically appropriate, or honor the original payment for a rescheduled visit.

If visual evaluation is clinically necessary and video cannot be restored, the physician may reschedule the visit or recommend appropriate in-person care.

7. Refunds

Approved refunds are returned to the original payment method when reasonably possible. Processing time may depend on the payment processor or financial institution.

This appointment refund policy does not replace or modify membership termination or refund rights. Honey Bee Membership cancellation, termination, and refunds are governed exclusively by the Multistate Member Services Agreement and applicable law.

8. Insurance and Medicare

Doc Bee Well is a cash-pay practice for the services covered by this policy and does not submit claims to commercial insurance for those cash-pay services unless expressly stated otherwise.

Active Medicare beneficiaries are not eligible for Honey Bee Membership, as set forth in the Member Services Agreement. Any non-membership services provided to Medicare beneficiaries are subject to applicable federal billing requirements.

9. Electronic Communications

Appointment confirmations, management links, reminders, receipts, refund notices, and other administrative communications may be delivered electronically. Patients are responsible for maintaining accurate email and mobile contact information and for reviewing appointment communications.

10. Policy Acknowledgement

By booking and paying for a Doc Bee Well appointment, or by electronically acknowledging this policy when presented, the patient confirms that they had an opportunity to review the applicable appointment price and the cancellation, rescheduling, no-show, late-arrival, technology-failure, and refund terms before the service.

Patient name

Electronic acceptance / signature

Date

Appointment type

