



## Adjusting Plans Information + Office Policies

- All plans have initial exam fee applied per person of \$50 on the first billed month.
- All members on the same plan must reside at the same address.
- Plans will begin on the date of the initial exam upon recommendation from Dr. Emily Lambkin, D.C. and a signed financial policy + contract from the patient.
- Adjusting plans are based on 52-weeks, offering a specific number of visits per 52 weeks that averages out to one, two, or four visits per month. After 52 weeks from date of financial policy signature, unused visits are then non-refundable.
- \$40 “boost” adjustments are available for active plan patients if they use the allotted number of plan visits prior to the 52 week mark from date of purchase and prefer additional adjustments. This is paid at time of service or monthly if the patient chooses.
- Adjusting plans purchased in full for 52-week period will be awarded 10% off the paid in full price.
- Adjusting plans purchased in full for 26-week period will be awarded 5% off the pain in full price.
- Please understand the plan purchased is based on 52 weeks of care and is a one-year long commitment. 30 days prior to the end of 52 weeks, patients will be notified of auto-renewal. It is the patients responsibility to change or cancel the renewal if they wish to not continue their plan as set.
- In the event a patient prefers to cancel their plan prior to the 52-week mark, the average number of visits per month will be compared to the number of visits used for each patient on the plan. Patients will be responsible for the per visit, per person price for each additional visit over the average. If the number of visits used is under the average compared to the week at cancelation, patients have the weeks remaining of the 52 weeks to use the additional visits OR be refunded the per person per visit price for those visits.
  - Example: patient agrees to 12 visits over 52 weeks for 1 person (average is 1 visit/mo) and the same patient requests to cancel at 26 weeks. They have used 8 visits. Two (2) visits will be charged the boost visit amount at the time of cancellation. If the same patient has used 3 visits at time of cancel, three (3) visits will be available for the remaining 26 weeks without being charged OR will be refunded \$150 (\$50/visit).
- Notifications of cancellation, pause, or any changes in auto-bill/plans (adding or removing members, raising or lowering visit option) must be given in writing (email or in person) at minimum 7 days before the next billing date.
- Plans will be auto-billed to the card on file provided by the patient. Upon patient request, membership fees can be billed bi-weekly rather than monthly.
- Auto-billed payments declined will result in a “paused” auto-bill and require payment of balance prior to next date of care.
- Any patients who wish to renew their membership after 60 days of a cancellation will require a “reactivation exam” with a fee of \$25 per person in the first month of reactivation unless previously discussed with Dr. Emily Lambkin, D.C.
- 12-hour notice of appointment cancellation is appreciated. Cancellations within 8 hours of the appointment time will result in a use of that visit. New patient and/or boost visits no call/no shows will incur at \$25 cancellation fee billed to the card on file. Waiving the use of visit is at the discretion of Dr. Emily Lambkin, D.C.

Patient/Parent Signature: \_\_\_\_\_

Patient Name (if minor): \_\_\_\_\_

Date: \_\_\_\_\_