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Welcome to HER Wellness Health Center! We are glad you chose us as partners in your health journey. We have compiled a list of F.A.Qs to help clarify some of the nuances in today's healthcare system.

What is an annual exam?

An annual exam is a once-a-year visit for general health care including a breast exam and a pap smear when appropriate. An annual exam does not include discussion of a new problem or a detailed review of chronic conditions. If any new problem is addressed or discussed at the time of the annual, an additional co-pay may be incurred depending on your insurance policy. Please check your insurance policy regarding timing of your annual. If you aren't due for an annual, you will be wholly responsible for the charges. We cannot "change" an appt as we are obligated to document the reason for the visit.

What is a deductible?

A deductible is a set amount that the patient agrees to pay out of pocket in order to get a certain premium rate from the insurance company. Lets say you get a service that we bill \$100 for. Your insurance company may contract us to offer the service at \$80. If you have not met your deductible, you may be responsible for the \$80. It is the patient's responsibility to know what their deductible is. Patients with a high deductible plan are expected to pay a portion of the bill at the time of service.

What is a co-pay?

A co-pay is a pre-determined amount that you agree to pay for services rendered. We are contractually obligated to collect your copay at time of service. As a small practice that prides itself on individualized care, it is inefficient and costly for us to take time away from patient care to focus on chasing down unpaid copays. In keeping with this philosophy, we assume non-payment is a sign that the patient no longer wishes to be under our care.

Why is there a no-show fee?

This is because a spot on the schedule has been reserved for you. Life happens and we, as women and mothers, understand and appreciate that. This being said, we need the courtesy of 24 hours cancellation notice in order to be able to offer the spot to another patient or change our scheduling. If cancellation is done with under 24 hours notice and appointment is rescheduled, the fee may be waived

A copy of this notice can be given to you upon request. Thank you for understanding.