

Dr. Barbara MacDonald-Rodgers, N.D., L.Ac.

February 7, 2020

In compliance with Maine's Healthcare Rate Transparency laws, I am writing to share my 2020 rates and discounts that will begin on 2/3/20. A detailed rate chart and policies form will be posted on my page at camdenwholehealth.com and are available upon request at our front desk. I will summarize the changes below as well as important changes in email and referral policies.

RATES

Naturopathic Services:

- 1) Naturopathic service rates are relatively the same as in 2019. Please refer to the rate chart online or at my office for details.
- 2) The time-of-service (TOS) discount for Naturopathic services, previously offered to non-insurance-billed patients, is no longer being offered.
- 3) I will continue to bill insurance for patients with policies that cover my services such with Maine Community Health Options, Cigna with out-of-network benefits and those with Anthem who are employed by the school systems or Maine Health, for example.

Acupuncture Services:

- 4) Rates for acupuncture are unchanged. Those for whom I do not bill insurance, will receive a TOS discount of \$25 off. This will result in a focused 45-minute appointment ranging from approximately \$145 to \$170 and a complex 60-minute session ranging from \$185-\$200.

Limited sliding scale discounts are still available by application to those with significant financial hardship.

POLICY CHANGES

Email Correspondence

I like the connection email provides us and I appreciate the convenience. However, when doing the work of healthcare by email, it doesn't give me a clear picture of your concerns and reduces the quality of the care I can offer you. Moving forward, I will no longer respond to emails that are multi-paragraph, complex and/or ask for treatment advice. I will continue to be happy to respond to quick emails requiring a yes or no answer or simple clarification. For complex concerns, please schedule an office visit or phone call by calling the office.

Sharing test results

To share your medical information with me, such as lab test results you want in your chart, please contact my staff to learn how to do so by secure Charmehr portal or their unsecure email (below). Please do not email them to me. To access your test results online, please email or call the front desk staff and ask that I "sign your labs" so they will be available to you via Charmehr.

Referral Requests

Some of you have chosen to have me act as your primary care physician. Please establish care with a medical primary who can assist us when we need things like prescriptions I cannot write, medical referrals that I don't have staff to complete, etc. as Maine naturopathic license isn't recognized nor supported by insurance for PCP status as other states allow. In-the-event that I am needed to write a referral letter for you that is lengthy and complex, I will charge my hourly rates to do so.

If you would like to talk about the above changes prior to your next visit, please feel free to contact me.

Best regards for a wonderful new year!

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www.camdenwholehealth.com

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Barbara MacDonald, Office Policy Changes and Clarifications from 2019 to 2020. For complete list of policies, contact my staff.

2020 POLICY CHANGES OF NOTE

Unbillable services

Insurance companies will not allow the following to be billed to insurance: phone calls, unbillable telemedicine, Ampcoil, applied kinesiology, shiatsu, Qi Gong, extended time codes, guided imagery, for example. Refer to your insurance policy for more details.

Cancellation without notice policy

I require 24-hours-notice when cancelling an appointment to avoid a fee. The fee depends on the length of the missed appointment (see chart for specifics). We request 48-hour notice whenever possible to offer the spot to those on my waitlist. In the event that a new patient cancels with less than 24-hours-notice, there will be a \$100 non-refundable deposit required to reschedule. It is within reason that last minute cancellations are, at times, unavoidable. I do not charge this fee the first missed appointment, if there is severe inclement weather or severe illness that keeps you out of work. If a person were to have 3 or more appointments without notice, they may be asked to seek care elsewhere.

Medical Records

When you attach medical records and other sensitive information to an email, it is not secure. Please refer to the Charmehr portal for sending medical records and let the front desk staff know that you have done so. Their email address is camdenwholehealth@gmail.com. You may also fax them to (207) 230-1134 or mail them to our office at the address on the letterhead. For support in doing so, please call the office at 230-1131. An industry standard medical record copying fee will be applied for copying more than 10 pages.

Naturopathic billable services 2/20

Code	Rate	Estimated Time	Code	Rate	Estimated Time
Naturopathic New Patient Codes			Naturopathic Return Patient Codes		
99204	\$300	Moderate complexity; 75 min	99211	\$60	Low complexity; 15 min.
99205	\$360	High Complexity; 90 min	99212	\$125	Fair complexity; 30 min.
99354	\$100	+15-29 min.	99213	\$175	Moderate Complexity; 45 min
99355	\$100	+30 minutes	99214	\$225	High Complexity; 60 min
97140	\$40	+ CST*	99215	\$300	Very High Complexity; 90 min
97139	\$25	+ meditation*			
97110	\$25	+ Qi Gong*	99441	\$50	Phone 15 phone call*
97610	\$25	+ shiatsu*	99442	\$100	Phone 30 phone call*
AmpCoil	\$10	Added on to ND visit*	99443	\$150	Phone 45 phone call*
Less than 24 hour cancellation			99444	\$200	Phone 60 phone call*
30 min	\$50*	Records/copying		Written Referrals	
60 min	\$75*	If more than 10 pages, a fee of \$0.25 per page with a max of \$250 will be charged*		Charges will apply if this process takes longer than 15 minutes at a rate of \$50 per 15 minutes*	
90 min	\$100*	Subtract a \$10 Time-of-service discount if not billing insurance for billable codes only. Non billable codes are marked with *			

Chinese Medicine/Acupuncture Rates and Combinations with ND

Code	Rate	TOS rate	Est Time	Code	Rate	TOS rate	Est Time
Basic Acupuncture Codes				Acupuncture combo codes <i>(examples only)</i>			
97810 1 set no stim	\$65	\$40	15 min	Acu-A 97810, 97811	\$145	\$120	30 min
97811 Additional sets no stim	\$80	N/A	15 min per set	Acu-A + Shiatsu 97810, 97811, 97610	\$170	\$145	45 min
97813 1 set w/ stim	\$70	\$45		Acu-B 97810, 97811x2	\$225	\$200	60 min
97814 Additional sets w/ stim	\$85	N/A		Acu-A + shiatsu CST	\$210	\$185	60 min