

Naturopathic Assurance™ Concierge Plan Agreement



All Naturopathic Assurance Concierge Plan patients must agree to one of the following care options. We are committed to continuing to provide comprehensive health and wellness care that goes beyond the scope of conventional medicine, and includes items that are not billable to your insurance. In order to facilitate the premier care offered by Health for Your Whole Life (HFYWL), we have created four Concierge Plans that our patients may choose from. By signing this agreement, you are agreeing to setting up an auto monthly debit from an account of your choice (named below), in the amount specified by your plan choice. All usual co-pays and deductibles continue to apply.

This monthly charge covers all Medical Care not billed to insurance, or paid for by insurance that may be provided during the course of care at HFYWL. Plan costs and benefits are detailed on this agreement, and can also be found on our website, and in other clinic mailings and brochures.

_____ **Option 1: Naturopathic Assurance Fundamental Plan**
(initials)
 _____ Number of Adults (\$59/Month; \$99/Couple)
 _____ Number of Children (\$25/Month)
 _____ Additional Direct Doctor access (M-F) add-on: \$39/Month/Person

Patient Name(s)/Option:
(for families)
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____
 6. _____
 7. _____
 8. _____

_____ **Option 2: Naturopathic Assurance Premium Plan**
(initials)
 _____ Number of Adults (\$99/Month; \$159/Couple)
 _____ Number of Children (\$25/Month)
 _____ Additional 24/7 Direct Doctor access add-on: \$59/Month

_____ **Option 3: Naturopathic Assurance Elite Plan**
(initials)
 _____ Number of Adults (\$199/Month; \$249/Couple)
 _____ Number of Children (\$35/Month)

_____ **Option 4: Naturopathic Assurance Executive Plan**
(initials)
 _____ Number of Adults (\$259/Month; \$499/Couple)
 _____ Number of Children (\$40/Month)

Sign and mail this form and our Office Policies form back to:
 Health For Your Whole Life
 10429 S. 51st St, Suite 206
 Phoenix, AZ 85044
Or Fax to: (480) 477-8401

To set up plan payments, go to:
HealthforYourWholeLife.com/Assurance
 Select the plan and desired options and subscribe to payments.

To set up billing using this form, please provide the information below:
 Card Type: Visa Mastercard Discover Other _____
 CC# _____ Exp. _____ CVV Code _____ Zip _____
 Name on Card: _____

Signature

I, _____, hereby agree to the terms of the Options selected above, and detailed in this agreement.

Billing Option: Please authorize Dr. Christina M. Tondora/Health For Your Whole Life, LLC to deduct _____ from the account named herein on the first (1st) of each Month, unless otherwise stipulated in writing. I understand that I may cancel this service at any time with 30 days written notice. There are no refunds, and charges are not pro-rated.

 Signature

 Date

Naturopathic Assurance™ Concierge Plan Costs and Benefits



There is a monthly charge for Naturopathic Assurance Concierge Services, which cover all Medical Care not billed to insurance, or paid for by insurance. Plan costs and benefits are detailed on this agreement, and can also be found on our website, and in other clinic mailings and brochures. This care may overlap with covered services.

Option 1: Fundamental Plan

- **Direct Doctor Communication via email.** Limited email access to your doctor as needed at no charge.* Email response within 72 hours
- Priority scheduling – in-office, phone, eVisit (video conferencing)
- Customized nutrient recommendations, review of labs, current and past physical conditions, current supplements and medications with each visit
- Low patient to doctor ratios
- Extended, comprehensive appointments to address more of your concerns
- Collaborative care with Health For Your Whole Life, LLC providers
- Access to additional health related materials including: newsletters, articles and educational videos
- **1 Adult – \$59/month and \$59/visit**
- 2 Adults living in same household: \$99/month
- Additional child add-on: \$5 per child/month
- Additional Direct Doctor access (M-F) phone/text add-on: \$39/month/person
- Prescription Refills, Medical Letters, Narrative Reports: \$59/letter
- Lab work requisitions (not accompanied by a visit): \$59/req
- Late cancellations and no-shows – \$59
- Home visits when appropriate (Home visit surcharge \$200)

Option 2: Premium Plan

- **Direct Doctor Communication via phone, text or email** as needed at no charge*, M-F, 9 am – 5 pm MST.
- Priority scheduling – in-office, phone, eVisit (video conferencing)
- Customized nutrient recommendations, review of labs, current and past physical conditions, current supplements and medications with each visit
- Discount (5%) on Health For Your Whole Life supplements, seminars and workshops
- Discount (5%) on specialty labs
- Low patient to doctor ratios
- Free prescription refills*
- No charge for late cancellations and no-shows
- Extended, comprehensive appointments to address more of your concerns
- Collaborative care with Health For Your Whole Life, LLC providers
- Access to additional health related materials including: newsletters, articles and educational videos
- **1 Adult – \$99/month – \$49/visits**
- 2 Adults living in same household: \$159/month
- Additional child add-on: \$25 per child/month
- Additional 24/7 Direct Doctor access add-on: \$59/month/person
- Medical Letters, Narrative Reports: \$49/letter
- Lab work requisitions (not accompanied by a visit): \$49/req
- Home visits when appropriate (Home visit surcharge \$150)

The fine print:

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| <ol style="list-style-type: none"> 1. Prescription refills, home visits or same day consults is at your Physician's discretion. 2. Providers will be available by phone and email under the Premium, Elite and Executive plans. In the event that your call reaches voicemail, your call will be returned the same day. 3. Providers will be available by email under the Fundamental Plan. Providers strive to answer all emails within 3 business days. 4. Children get a reduced rate when they are on their parent or guardian's Naturopathic Assurance™ Concierge Plan. Children whose parent(s) are not patients or who are not on their parent or guardian's Naturopathic Assurance™ Concierge Plan, will pay the hourly rate. 5. Prescription refills are within 48 hours. 6. Dr. Tondora reserves the right to limit the number of text messages, emails and phone calls, and terminate your service at any time, without refund. | <ol style="list-style-type: none"> 7. Direct access is reserved for Naturopathic Assurance™ Concierge members only. 8. Direct access for non-members will be charged at the billable rate. 9. After hours, house calls, consultations, written requests, prescription refills and holiday requests for non-members incur additional charges as follows: <ol style="list-style-type: none"> a. New Patient consult: \$300 b. Follow-up consult: \$150 c. House call surcharge: \$250 d. Holiday consult surcharge: \$100 e. Medical Letters, Narrative Reports: \$150 (minimum) f. Lab work requisitions (not accompanied by a visit): \$75 g. Prescription Refills: \$75 10. All Naturopathic Assurance Concierge Plans are billed monthly. There are no refunds, and charges are not pro-rated. Cancellation of your Plan requires a 30-Day written notice. All plans | <p>are available on a limited basis and are subject to change.</p> <ol style="list-style-type: none"> 11. House calls are limited to the Phoenix and Denver metro areas. <p>*All lab costs are the responsibility of the patient. Direct Doctor phone calls, texts or emails requiring extensive Physician research and/or time will be billed at the corresponding visit rate. All new prescriptions will require a physician visit.</p> <p>Dr. Tondora's office/Health For Your Whole Life does not accept insurance and is not a Medicare provider. An insurance policy is a contract between you and your insurance company. The patient is ALWAYS responsible for payment of all charges incurred regardless of any insurance or third party payment arrangements. Medical health savings accounts are an acceptable form of payment. The natural medicines prescribed by Dr. Tondora and other HFYWL Providers may be purchased online, at the office, or at a pharmacy of your choice.</p> |
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Naturopathic Assurance™ Concierge Plan Costs and Benefits



There is a monthly charge for Naturopathic Assurance Concierge Services, which cover all Medical Care not billed to insurance, or paid for by insurance. Plan costs and benefits are detailed on this agreement, and can also be found on our website, and in other clinic mailings and brochures. This care may overlap with covered services.

Option 3: Elite Plan

- **Direct Doctor Communication** via phone, text or email as needed at no charge*, **24/7 access**
- One (1) Comprehensive IgG Food Allergy Testing (96 General or Vegetarian Foods)
- Comprehensive Review of Findings for Food Allergy Test Results
- Same day or next day scheduling as needed – in-office, phone, eVisit (video conferencing)
- Customized nutrient recommendations, review of labs, current and past physical conditions, current supplements and medications with each visit
- Discount (10%) on Health For Your Whole Life supplements, seminars and workshops
- Discount (10%) on specialty labs, IV Therapy, Injection Therapy
- Low patient to doctor ratios
- Free prescription refills*
- No charge for late cancellations and no-shows
- Extended, comprehensive appointments to address more of your concerns
- Collaborative care with Health For Your Whole Life, LLC providers
- Access to additional health related materials including: newsletters, articles and educational videos
- **1 Adult – \$199/month – \$39/visit**
- 2 Adults living in same household: \$249/month
- Additional child add-on: \$35 per child/month
- Medical Letters, Narrative Reports: \$39/letter
- Lab work requisitions (not accompanied by a visit): \$39/req
- Home visits when appropriate (Home visit surcharge \$100)

Option 4: Executive Plan

- **Direct Doctor Communication** via phone, text or email as needed at no charge*, 24/7 access
- One (1) Comprehensive IgG/IgA Food Allergy Testing (96 General or Vegetarian Foods)
- Comprehensive Review of Findings for Food Allergy Test Results
- Customized nutrient recommendations, review of labs, current and past physical conditions, current supplements and medications with each visit
- One (1) Comprehensive Hormone Profile with Consult*
- Same day or next day scheduling – in-office, phone, eVisit (video conferencing)
- Discount (10%) on Health For Your Whole Life supplements, seminars and workshops
- Discount (10%) on specialty labs, Injection Therapy
- Discount (25%) on IV Therapy
- Low patient to doctor ratios
- Free prescription refills
- Medical advice while traveling (via phone or email)
- Extended, comprehensive appointments to address more of your concerns
- Collaborative care with Health For Your Whole Life, LLC providers
- Access to additional health related materials including: newsletters, articles and educational videos
- **1 Adult – \$259/month – \$29/visit**
- 2 Adults living in same household: \$499/month
- Additional child add-on: \$40 per child/month
- Medical Letters, Narrative Reports: no charge
- Lab work requisitions (not accompanied by a visit): no charge
- Home visits when appropriate (Home visit surcharge \$59)

The fine print:

1. Prescription refills, home visits or same day consults is at your Physician's discretion.
 2. Providers will be available by phone and email under the Premium, Elite and Executive plans. In the event that your call reaches voicemail, your call will be returned the same day.
 3. Providers will be available by email under the Fundamental Plan. Providers strive to answer all emails within 3 business days.
 4. Children get a reduced rate when they are on their parent or guardian's Naturopathic Assurance™ Concierge Plan. Children whose parent(s) are not patients or who are not on their parent or guardian's Naturopathic Assurance™ Concierge Plan, will pay the hourly rate.
 5. Prescription refills are within 48 hours.
 6. Dr. Tondora reserves the right to limit the number of text messages, emails and phone calls, and terminate your service at any time, without refund.
 7. Direct access is reserved for Naturopathic Assurance™ Concierge members only.
 8. Direct access for non-members will be charged at the billable rate.
 9. After hours, house calls, consultations, written requests, prescription refills and holiday requests for non-members incur additional charges as follows:
 - a. New Patient consult: \$300
 - b. Follow-up consult: \$150
 - c. House call surcharge: \$250
 - d. Holiday consult surcharge: \$100
 - e. Medical Letters, Narrative Reports: \$150 (minimum)
 - f. Lab work requisitions (not accompanied by a visit): \$75
 - g. Prescription Refills: \$75
 10. All Naturopathic Assurance Concierge Plans are billed monthly. There are no refunds, and charges are not pro-rated. Cancellation of your Plan requires a 30-Day written notice. All plans are available on a limited basis and are subject to change.
 11. House calls are limited to the Phoenix and Denver metro areas.
- *All lab costs are the responsibility of the patient. Direct Doctor phone calls, texts or emails requiring extensive Physician research and/or time will be billed at the corresponding visit rate. All new prescriptions will require a physician visit.
- Dr. Tondora's office/Health For Your Whole Life does not accept insurance and is not a Medicare provider. An insurance policy is a contract between you and your insurance company. The patient is ALWAYS responsible for payment of all charges incurred regardless of any insurance or third party payment arrangements. Medical health savings accounts are an acceptable form of payment. The natural medicines prescribed by Dr. Tondora and other HFYWL Providers may be purchased online, at the office, or at a pharmacy of your choice.



HEALTH for your
Whole Life™

Office Policy

Dear Patient:

Thank you for choosing Health For Your Whole Life, LLC/Dr. Tondora (HFYWL) as your healthcare provider. Our staff is dedicated to making your experience a most satisfying one. Our team of healthcare practitioners will assure that you receive care that is specifically tailored to your health needs.

The enclosed information is necessary in order for us to complete your in office file and for our participation in your health care. You are encouraged to make copies of these documents for your records. **NOTE: The following forms must be completed, signed, and received by our office prior to scheduling an appointment.** We apologize for any inconvenience this may cause, but we need to accommodate other patients waiting to be scheduled. You may fax, mail or email these forms to the office.

- **Office Policy Form** (return to office)
- **Intake forms including:**
 - Office Policies and Procedures (return to office)
 - Health Questionnaire (return to office)
 - New Patient Questionnaire (return to office)
 - Informed Consent Form (return to office)
 - Financial Policy (return to office)
 - Credit Card Authorization (return to office)

If you have copies of recent medical and laboratory reports, please provide them to our office at least one day prior to your appointment. If you cannot provide them prior to your appointment, you may bring them with you.

Please don't hesitate to contact us should you have any questions. We look forward to assisting you.

Health For Your Whole Life, LLC
10429 S 51st St, Suite 206
Phoenix, AZ 85044
Phone: 602-971-0621
Fax: 480-477-8401

- Consults are by appointment only.

Consultation Fees, Test Kits, and In-Office Therapies:

We accept cash, check, Mastercard, VISA, American Express and Discover. For patients needing a payment plan, you may apply for PayPal Credit at website checkout.



HEALTH for your
Whole Life™

OFFICE POLICIES AND PROCEDURES

Appointments:

- Payment is due at the time of your consultation. Methods of payment are: cash, Visa, MasterCard, Discover, American Express, PayPal, and check.
- First appointment: All initial paperwork must be completed, signed, and received by office before your appointment will be scheduled. You may fax, mail or email the forms to the center.
- First appointment: If paying by check for a phone consultation, include the check with your mailed paperwork.
- All Follow-up consults are \$150 unless you are a member of any Naturopathic Assurance™ Concierge Plan through this office. (See the Naturopathic Assurance Plans for details).
- Patients who forget their appointment or cancel less than 2 business days prior to their appointment *will be required to pay for the missed visit*. Please understand that a missed appointment could have gone to a patient on the waiting list.
- Consultations with other healthcare providers and/or any research requested by the patient are billable services and will be charged at the hourly rate.
- Scheduled consultations that include review of lab tests require that laboratory test results be received at least 24 hours prior to appointment.

Medical Letters, Narrative Reports, Chart Note Copying, etc.

Medical letters to schools, insurance companies, disability, as well as narrative reports and chart note copying for insurance purposes, etc. are a billable service. Any fees will be your responsibility.

Office Consultations:

- Please check in 15 minutes before your scheduled appointment.
- Patients who are late may lose part of their time, and may be billed at the rate of the scheduled appointment.
- Please do not wear any scented products, as many of our patients are chemically sensitive. These include lotions, cologne, perfume, hair spray, etc.

Phone, eVisit or Internet Consultations:

- There is no price difference for phone or eVisit consultations. Each phone/internet consultation is treated like any other consultation – the time spent with your doctor is the same whether it is in person (in the office) or over the phone/internet. The phone/internet consultation is for the patient's convenience. If you would rather have an office consultation then let the office staff know your preference.
- Your doctor will call you at the time of your scheduled consultation.
- All appointments are scheduled for Arizona Time zone.

10429 S 51st St, Suite 206, Phoenix, AZ 85044

Tel: (602) 971-0621

Fax: (480) 477-8401



HEALTH for your Whole Life™

- We require patients outside of the USA to call the office at the time of their scheduled phone consultation. If this is not possible, than phone consultation phone bill charge will be billed to the patient. (For internet consults the doctor will contact you)

Cancellations:

- As a courtesy, our office will email/call you to confirm your appointment 2 business days in advance.
- If you cannot keep a scheduled appointment, you must notify us a minimum of 2 business days prior to your scheduled time, or you will be charged for the missed appointment.
- If your appointment is on Monday, please notify our office no later than noon on the previous Thursday.

Prescription Request:

- Prescriptions originating from a consultation are processed at no charge. However, refills of these original prescriptions requested by you that are approved by your doctor without consultation will incur a \$75 processing charge per prescription.
- Requests for a new prescription or a change in prescription type or transfer to a different pharmacy or multiple refills will incur a follow up visit charge of \$150.

Questions and Follow-up:

- Please direct e-mails and faxes regarding you or your care to drtondora@drtondora.com. Questions must be brief and concise. The office staff and/or clinic physicians will determine if a phone or office consult is needed to answer your question(s). Otherwise, a member of our office staff will respond to your inquiry. When leaving a voice mail message, please be brief and concise and always include your name and phone number, including the area code.
- Please Note: We try to accommodate questions regarding treatment clarification at no charge. Simply put, if you have a quick question about a supplement or diagnostic test we recommended or a therapy reaction you may be experiencing, then by all means contact us. However, if the response to a question you submit requires doctor research and/or review, *you will be billed for the time involved at the doctor's hourly rate (\$150 min).*
- ***All calls to our office or physician directly are recorded for accuracy.***

Follow-up Consultations:

- We generally recommend that all patients minimally have a consultation with Dr. Tondora every 3 months to 6 months.
- If prescription medication is being provided by your clinic doctor for yourself or your child than a consultation is required in the following manner:
Every 3 – Unless otherwise specified by your physician.
Follow up consults are necessary for your doctor to monitor medications, and/or make any necessary changes to your treatment program.

10429 S 51st St, Suite 206, Phoenix, AZ 85044

Tel: (602) 971-0621

Fax: (480) 477-8401



HEALTH for your Whole Life™

Payment:

- Payment is due at the time of your consultation. Methods of payment are: cash, Visa, MasterCard, Discover, American Express, PayPal, and check. Phone and Skype consults will be billed out at the time of the consult from the credit card information provided.
- If paying by check for a phone consultation, include the check with your mailed paperwork.
- If you are unable to pay by credit card, a check or cash must be provided prior to your appointment in the amount due for the scheduled time. In the event that your consultation exceeds the scheduled time, you will be billed for the additional time, and adjustment to payment must be made on the same day.

Insurance:

- For patients that have seen the medical director, a “Superbill” receipt (form detailing diagnostic codes and fees) can be provided to you after each visit if requested. This receipt can be submitted to your insurance carrier for reimbursement. Some services may not be covered by certain health insurance plans. *It is your responsibility to know what your insurance plan covers.* We are not responsible for unpaid claims by your insurance company for services we provide. HFYWL does not accept insurance liens, assignments, or any reimbursement from your insurance carrier.
- HFYWL healthcare practitioners are **non-participating** Medicare, Medi-Cal, Champus, and Tri-Care providers. They can treat these patients who privately contract outside of these programs on a cash basis only. Standard receipts can be provided. However, diagnostic code receipts called “Superbills” cannot be provided as these organizations will not allow for patient reimbursement.

Acceptance of Policies and Procedures

By completing the following you agree to the policies and procedures detailed above.

Patient (please print): _____ Date: _____

Signature (patient or responsible party): _____

If signed by party other than patient, print name: _____