



Patient Payment and Appointment Cancellation Policy

The Southwest Naturopathic Medical Center is a same-day pay office. Therefore, payment is expected at time of service with the exception of patients who have been authorized by us and CIGNA for claims submissions.

CIGNA Insurance

If you have CIGNA coverage, we must first contact CIGNA to verify benefits before your first visit. A benefits verification form listing covered services will then be given to you prior to scheduling your appointment. If you receive services prior to our verifying benefits, you will be responsible for paying for those services in full. CIGNA coverage only applies to those services authorized by CIGNA and for services provided on our supervised teaching visits.

Non-CIGNA Insurance

Other non-CIGNA insurance plans may reimburse for all or part of your services provided at the center; however, you are still expected to pay same day for services. Claims submission is also your responsibility; however, we are pleased to provide you with a pre-printed standard claim form to facilitate your claim submission.

Other Payment Option

If you are experiencing limited earnings, you may apply for our sliding scale plan. Upon notification that you qualify for the sliding scale plan, you can begin to schedule appointments under this plan.

Cancellation Policy

We have a 24-hour cancellation/reschedule policy. If you do not call the Medical Center within 24 hours prior to your scheduled appointment to cancel or reschedule, you will be charged a \$25.00 fee for the appointment.

By signing below, I understand and agree to the patient payment and cancellation policy. I guarantee payment of all charges incurred as a patient of the SOUTHWEST NATUROPATHIC MEDICAL CENTER.

Signed _____ Date _____

Printed Name _____

Parent or Guardian (minor) _____ Date _____