



Frequently Asked Questions:

Does insurance cover my appointments at Healthy Living Dallas?

At Healthy Living Dallas we don't want you to have any financial surprises when it comes to our clinic. Because each insurance policy is different and there is a wide variety of codes that are applicable for our type of care, we will do a courtesy verification of your insurance policy when you schedule a new patient appointment or if your insurance coverage changes during your treatment at our office. This information will be communicated to you at least 24 hours before your new patient appointment and will indicate approximate amount due at the time of the visit along with your current status with your deductible and out-of-pocket maximums. We work very hard to ensure that we get you the best insurance coverage (feel free to look at our [You Asked, We Listened](#) blog post for more information on how we are working to have even better insurance coverage in 2016). There are a few common things that due to an overwhelming lack of insurance coverage over the course of the last 18 months are now cash pay services at Healthy Living Dallas. This includes BIA tests (analyzes body composition, see explanation below) and meal planning appointments. BIA tests are run approximately once per month if clinically important during active treatment or once per quarterly or bi-annually during times of inactive care. These will now (effective November 1, 2015) be a \$20 charge to you as the patient. Meal planning appointments are also not covered by insurance at this time and are often critical to patient success. Meal planning appointments last 60-90 minutes and are done on a one-on-one basis with our dietitian. These appointments currently cost \$100 and are due at the time of scheduling. The lab services that we use at our office are covered by most insurance carriers and most of our patients with active insurance can have a full lab profile run for less than \$75, often with no out-of-pocket cost.

Why do I have to wait one to two weeks for my new patient appointment? The short answer is that pending appointment availability you don't have to wait from the time of scheduling to have a new patient appointment. We highly recommend waiting at least 7-14 days for your new patient appointment from the date of scheduling because that allows us ample time to have our billing service verify your insurance in detail. You may, at your request, have an earlier new patient appointment if available, but you acknowledge that if insurance verification is not complete at the time of your appointment (a 7-10 day turn around time) that you will pay the full appointment cost at time of service. If your insurance does end up covering your appointment we will issue a credit on your account for the covered amount. We will call you with a courtesy call to relate the findings of our courtesy insurance verification at least 24 hours before your new patient appointment.

What is a BIA?

This is a great question! BIA stands for bioelectrical impedance index and is a tool that we use at our clinic to help determine many factors but most patients think of it as a body composition analysis. It allows us to determine your current body fat/muscle/water ratios and amounts, overall health of your cells, hydration status, indicators of inflammatory concerns in your body, and more. This non-invasive test takes less than three minutes to run. A complimentary BIA is included in your new patient appointment and is generally conducted once per month of active treatment if our clinical staff feels that it is necessary or once per quarter or bi-annually for patients in the maintenance phase of treatment. Due to a lack of insurance coverage BIA tests and interpretation will cost \$20 (effective November 1, 2015). For a full description of what a BIA test can tell us and how it works feel free to watch this 10 minute video for [men](#) or [women](#).

How often do I need to visit your office?

It may be frustrating to hear, but that depends entirely on your health status which we will evaluate at your new patient appointment. Here's the usual schedule for beginning of treatment:

New patient appointment- Plan at least one hour for this visit. Please come prepared with all new patient paperwork filled out and completed. This is essential for you to have a quality important. During this visit we will discuss your family history, medical history, current health status, lifestyle choices, stress levels, sleep quality, and more. We will discuss your goals and desired health outcomes and begin assessing how to best recommend you to meet your goals. This initial encounter involves a lab draw (fasting not required, but ideal) as well as a complimentary BIA test.

Follow-Up Lab Results Appointment- Plan at least one hour for this visit. During this visit we will discuss results of your lab work and clinical findings, discuss various body systems that will need to be addressed to reach your stated health goals, and begin discussing the best approach to reaching those goals as a healthcare team. We will forward this lab work to your referring or primary care physician along with our treatment recommendations because we're firm believers in working together as a part of your current healthcare team.

Depending on your recommendations and health goals, from this point we usually see our patients either on a bi-monthly or monthly basis until their health is stabilized. Lab work is recollected every 6 weeks until lab values normalize or health goals are achieved. The frequency of appointments is determined by severity of health conditions, level of personal motivation, treatment recommendations, and requirement for accountability.

General Follow-Up visit- these appointments generally take 30 minutes and are used to follow-up with the patient to answer questions regarding their lifestyle recommendations, to provide you with additional information to help further your health knowledge and motivation, or to discuss changes in your treatment recommendations.

What resources should I know about at your practice?

We're happy to announce that we're in the process of putting together a new section of our website, called 'Patient Resources' that will provide you with easy access to resources that we may suggest for you to utilize as a patient of ours. Please take a moment to open this page, familiarize yourself with it, and if desired, explore what resources are available to you. Have an idea that you don't see? We'd love to hear it! At Healthy Living Dallas we love to grow and improve and your feedback is the best way to do that! Please submit an idea through the link towards the bottom of the Patient Resources tab.