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Cigna / Wildflower Payment Policies

PLEASE READ CAREFULLY

Billing Process

Serenity Wellness Services, LLC provides clinical care to me and to my baby or babies. Together, we are the clients of Serenity Wellness Services, LLC.

Wildflower Health facilitates coordination of lactation services for families with certain Cigna insurance plans but is not the healthcare provider rendering care.

Claims for services provided to me and/or my baby or babies will be submitted to my insurance company by Wildflower Health.

I understand that Serenity Wellness Services, LLC does not control and does not have access to Wildflower Health's billing processes, including but not limited to:

- Diagnosis or procedure codes used
- Amounts billed
- Claim submission timing
- Claim adjudication or appeals

Serenity Wellness Services, LLC has no knowledge of, or influence over, how Wildflower Health submits or processes claims.

Explanation of Benefits (EOB)

I may receive an Explanation of Benefits (EOB) from my insurance company showing amounts billed by and paid to Wildflower Health. The EOB may include a "You May Owe" amount.

I understand:

- An EOB is not a bill.
- Insurance companies do not bill on behalf of Serenity Wellness Services, LLC.
- Wildflower Health does not issue patient bills for covered lactation services coordinated through this program, regardless of what the EOB states, including in cases of claim denial.

If I have questions regarding amounts reflected on my EOB, I understand that I must contact Wildflower Health or my insurance carrier directly.

Serenity Wellness Services, LLC Compensation

I understand that Wildflower Health compensates Serenity Wellness Services, LLC directly for services rendered under this program.

Compensation rates are as follows:

- $175 for in-person visits
- $100 for virtual visits

These amounts are determined by Wildflower Health and are separate from any amounts reflected on my Explanation of Benefits.

Home Visit Fees

All home visits include a home visit fee, regardless of location.

Cigna/Wildflower does not cover home visit fees.

The home visit fee will be charged to the card on file at the time of booking.

This fee is not eligible for insurance reimbursement.

Additional Fees

My initial visit includes two weeks of follow-up support via secure messaging, email, or text.

Continued support beyond two weeks is available for $25 per week. These fees are elective and not eligible for insurance reimbursement.

Any fees for supplies obtained during my visit are not eligible for insurance reimbursement.

Permissions

Serenity Wellness Services, LLC may communicate with my credit card company or bank regarding payment-related matters.

By signing this policy, I authorize Serenity Wellness Services, LLC to charge the card on file for any applicable home visit fees or supply charges.

It is my responsibility to provide accurate and current payment information. I agree to update my credit card information as needed and accept responsibility for any fees resulting from failure to maintain valid payment information.

These policies apply to Serenity Wellness Services, LLC and its representatives.

Client Signature _____ Date _____