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Congratulations on taking your first step toward healing! I know you've likely been to a lot of doctors and specialists and how exhausting that must have been. Please rest assured knowing that you have somebody on your side from here on out. I promise that I will do everything I can to help you feel better.

I look forward to helping you!

Dr. DiNezza

What to Expect: Flow and Fees

1. **Book a Consultation:** <https://infinityholistichealth.com/appointments/>

2. **Welcome Call (Consultation) with Dr. DiNezza** (15 min) (Complimentary)

Think of this call as a casual, two-way interview. You want to know that you're making the right decision; it's understandable that you likely have some questions for me. Likewise, I want to be absolutely certain that I can help you before we ever exchange money. If you and I both decide that we'd like to work together we'll proceed from here.

3. **Pay for Your First Two Appointments** (\$1200)

If we decide to work together we'll book your first appointment and you can start working on your homework. I ask that the following be done at least 48 hours prior to your first appointment: fill out your health history and questionnaires, upload a food diary, upload previous labs, and pre-pay for the first two appointments using your secure patient portal.

I will review everything you've submitted prior to your first appointment.

4. **First Appointment** (90 – 120 minutes)

During the appointment I will conduct a physical exam, ask any questions that were not addressed in your intake paperwork, discuss and explain any previous testing you've had done, and determine what testing is necessary to proceed. We will also discuss your food diary and I will make some initial recommendations. We may discuss supplements at this time, but most often I wait until the second appointment for this.

5. **Second Appointment** (75 – 90 minutes)

During this appointment we will discuss your test results, what they mean, and how they relate to your symptoms. We will also discuss what needs to happen to get you better (treatment). I will let you know if I think other testing or adjunct therapies are necessary (ex. acupuncture, massage, somatic therapy). Finally, we will discuss a timeline of when you can expect to feel better and in what way.

6. **Third Appointment and Beyond**

Follow-up appointments are billed in 15 minute increments after the first two appointments. If you choose to pre-pay for a small care package (3 hours of care) you will be eligible for a discount on appointments as follows. You are willing to invest in a care package at any time.

- Single Payment – 10% discount on appointment fees
- Two Payments – 5% discount on appointment fees
- Pay as you go –No discount. Appointments billed @ 124.25 per 15 min.

Lab Testing

- Lab testing is **not** covered in care programs.
- Some of the tests we need can be covered by insurance, while others cannot.
 - No insurance? Use a healthcare ministry? We can order your labs through a co-op and provide you with a receipt for your records.
- Tests are run at the beginning of care and some are re-run to monitor progress.
- We will only order what is absolutely necessary to understand your case and achieve your goals. Labs are a crucial part of your treatment plan development and care.
- Plan to invest between \$300 – 700 in lab testing at the beginning of care.

Questions to Ask Insurance

- Is your plan an HMO, PPO, or something else?
 - If an HMO- is your plan eligible for an HSA? *If you are eligible and you do not have one I highly recommend opening one. This can typically be done through your bank.*
- Appointment Reimbursement
 - What can you expect for reimbursement if you see an **out of network** provider and submit superbills for CPT codes 97802 and 97803?
- Lab Testing
 - What is your in-network lab (Labcorp, Quest, or either)?
 - Can an out of network provider order through that in-network lab?
 - How much of in-network lab testing is covered (usually given as a percentage)? Do you have a deductible to meet first?
 - Does your plan have out-of-network lab benefits?
 - If so, what is your out-of-network lab deductible?
 - How much of that deductible have you met this year?
 - Not in NC? Ask about the following as it pertains to lab ordering and coverage: Does it matter that you live in your state and I am in North Carolina?

HSA and FSA Cards

It is your responsibility to know the benefits and limitations of your insurance plan, HSA, and/or FSA. Generally, HSAs and FSAs allow appointments and laboratory fees to be charged to them, although FSAs may ask for supporting documentation from our office. Here is what the IRS says about using an HSA for herbs, supplements, and vitamins:

Nutritional Supplements

You can't include in medical expenses the cost of nutritional supplements, vitamins, herbal supplements, "natural medicines," etc. unless they are recommended by a medical practitioner as treatment for a specific medical condition diagnosed by a physician. These items are taken to maintain your ordinary good health and aren't for medical care.

For more information regarding FSA and HSA accounts, please visit:

- <https://www.irs.gov/publications/p502>
- <https://www.irs.gov/publications/p969>

At this time we are uncertain how FSA and HAS cards handle payment for packages. Please call to verify whether or not you can use your card for pre-paid care packages. Itemized invoices (superbills) will be provided as services are rendered.

FSAs:

Here are the answers to some questions the FSA companies like to ask:

- I am a licensed doctor of chiropractic (DC).
- I am happy to provide documentation including diagnosis codes for each herb or supplement I prescribe.
- You'll get a superbill (with CPT codes and ICD10 codes) after each appointment.

HSAs:

Are you eligible for an HSA but don't have one (page 6)? I highly recommend opening one! HSAs, like FSAs, allow you to set aside **tax-free** money for healthcare expenses. You can usually open an HSA through your bank (my family has one with CFCU).

We recommend [Advance Care Cards](#) if you need to finance your care.

Scheduling and Communication

Scheduling:

- Booking options:
 - Online booking via the portal: <https://infinityportal.md-hq.com/>
 - Phone (919) 238-4094 between 8:30 and 5:00 EST
- Please give us 24 hours notice if you need to reschedule your appointment.

Communicating with Dr. DiNezza

1. Texting Dr. D

- Quick questions (“Do I take this on an empty stomach?”)
- Quick update (“Hey, this probiotic is really helping!”)

2. Choose the [HIPAA-Secure Portal](#) for:

- Longer or more detailed messages
- Scheduling
- Requests for:
 - Paperwork
 - Refills

3. Schedule an Appointment for:

- A significant or complex issue you need help with.

4. Email:

- Please do NOT use email to communicate about your health.
- You are welcome and encouraged to share articles, videos, and events with Dr. DiNezza via email at doctor@infinityholistichealth.com.

Please note that email and text are not HIPAA-secure.

Miscellaneous

- Past-due invoices: In the event that there are past-due invoices on your account, we ask that you bring your account current before booking your next appointment or making further purchases.
- Generally speaking, we update our appointment prices on a yearly basis.
- Periodically supplement and lab companies update their pricing, which necessitates that we do the same.
- Shipping: Boxes are shipped via UPS ground, which is typically about 9 dollars for NC deliveries. Shipping costs will be included in your next invoice. Packages usually arrive the next business day for local deliveries.