

Payment Policies

Honeysuckle Lactation LLC (“HL”) will provide you with a superbill suitable for you to submit to your insurance. The superbill (which will also serve as a payment receipt) will be coded appropriately to the level of service provided during the visit. You agree to pay HL at the time of the visit (cash, credit card, HSA/FSA, Venmo). HL does not guarantee nor verify that the services are covered by your insurance; you will be responsible for any costs not paid by your insurer. HL recommends that you contact your insurer prior to receiving my services.

HL’s initial visit includes 1 week of follow up support by secure messaging or email. HL will be reasonably available during normal business hours, but cannot guarantee instant or same-day response.

If your location has a travel fee applied, you understand that this is not eligible for insurance reimbursement.

Payments may be made electronically using a credit card or fund transfer. HL uses SquareUp to process payments. SquareUp meets the high standards of HIPAA and the banking industry for security and privacy with regard to financial transactions. However, SquareUp may send, automatically or per your request, email or text message receipts that reveal personal health information such as the date and type of lactation visit. By paying electronically you consent to disclosure of such personal health information. If you are not comfortable with this, payment may be made via cash instead. Late payments will be subject to interest at a rate of 1% per month.

Cancellation policy: I understand that I am responsible for all charges associated with this visit. If I cancel with less than 24 hours written notice, my credit card on file will be charged \$100 and/or I will be billed for the appointment.

Venmo: Upon request, HL may accept payment via Venmo. Venmo is **not** compliant with the Health Insurance Portability & Accountability Act (“HIPAA”). This means Venmo (i) may sell, use or otherwise disclose any information you provide via Venmo, including information regarding payment for services; (ii) may not protect your information as required by HIPAA; and (iii) may not notify you of any data breach as required by HIPAA.

If you choose to use Venmo, you accept these risks and expressly release and hold HL harmless from any claims, losses, damages, or other liabilities of any kind relating thereto. If paying through Venmo, you should set the payment to “private” and should list the purpose of the payment as “Payment.” HL will never request or require payment via Venmo.

