

# Kala Nutrition Practice Policies

## Exchange for Services

At Kala Nutrition, we offer high-quality, personalized nutrition care. The fee for an initial nutrition intake is \$220, and follow-up nutrition therapy sessions are \$180. Please note that these fees may change periodically, and we encourage you to reach out directly for the most up-to-date rates and information about sliding scale options.

I am licensed and insured to practice in several states, including CO, WA, CA, TX, MD, NY, AZ, and others. For a full list of states where I'm licensed, please visit my affiliate page at [FayNutrition.com](https://FayNutrition.com).

## Out-of-Network Notice

Our team is transitioning away from in-network participation with insurance plans and is working towards fully phasing this out by December 2025. **Starting January 2026**, our team will still accommodate private pay (or "out-of-pocket pay"), however, will no longer be taking insurance, or considered an "in-network provider."

For clients with out-of-network insurance benefits, we're happy to provide a superbill (a detailed receipt of services), which you can submit directly to your insurance company to request out-of-network reimbursement. If you have any questions about this process, please don't hesitate to reach out—we're here to help guide you through it.

## Choice-based, Voluntary Engagement

The foundation of our work together is based on trust, respect, and mutual understanding. Our visits are voluntary, and we encourage a pace that feels right for you. Both clients and our providers have the option to discontinue services at any time, and if that happens, we kindly ask that you let us know via our HIPAA-compliant health portal (e.g., Fay App or Simple Practice) or by email.

If we decide to end our work together, we recommend scheduling a closing session to reflect on your progress, discuss resources, and share any feedback. It's an opportunity for us to ensure a smooth transition, whether that's by summarizing tools, providing a "hand-off" to other services, or simply closing on a positive note. Your feedback is always welcome—whether through email or our [feedback form](#).

## Payment and Service Exchange

To keep things simple, payment for each session is due at the time of service. We will automatically charge the credit or bank account you've provided for the balance due. If you need a receipt or superbill, we'll be happy to provide one either at the time of the charge or on a monthly basis.

## Attendance and Cancellation Agreement

We understand that unexpected situations will arise and that our appointment/schedule may need to change from time to time. If you need to cancel or reschedule an appointment, we kindly ask for **at least 24 business hours' notice**.

**Late cancellations, which include a cancellation without 24 business hours' notice or arriving 10+ minutes late for an appointment, will be canceled and billed at up to the full self-pay rate of the session.** No-shows, late arrivals, and late cancellations inconvenience not only our providers, but other clients as well. When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients. If you are unable to keep your appointment, please contact us immediately so we may reschedule you. Please note appointment cancellation fees cannot be submitted for insurance reimbursement.

To respect the accessibility needs of other clients and to support office work-life balance, a kind reminder of the attendance agreement in place, including, **if two consecutive sessions (or more) are missed or cancelled**, we may need to discharge you from services. If you're experiencing circumstances that make attendance difficult, please don't hesitate to let us know. We can always try to find a solution together.

Trying something new or different – including making a change in our nutrition and lifestyle habits – can feel challenging and we're here to support you. It's not uncommon for folks to meet with us weekly for 2-3+ months, then space appointments out further (biweekly or monthly) once we're able to set shared expectations and goals. We recommend setting a consistent appointment schedule during the first few months of our work together. This helps create a strong foundation for exploring your values, building confidence and motivation, and aligning your health and wellness goals to support meaningful, realistic change.

## Insurance Information

*Our billing team at [Fay Nutrition](#) (NPI: 1104334465) will assist with all insurance claims. However, it's ultimately your responsibility to verify coverage and out-of-pocket costs. If your plan requires a preauthorization or referral, please ensure that these are obtained and provided to us before your appointment. To submit a billing inquiry with our team at Fay, please use the form accessible on the [Fay Billing Support Page](#).*

I work with several health insurance plans through Fay Nutrition, including Aetna, Cigna, and United Healthcare. If you're planning to use insurance for nutrition care services, we're happy to provide the following details that may be used when verifying your insurance benefits with your insurance team:

**Group Practice Name & NPI:** Fay Nutrition, NPI: 1104334465

**Services Provided:** Medical Nutrition Therapy, Nutrition Therapy, Nutrition Counseling

**Common CPT Codes:** 97802, 97803

Please be aware that some insurance plans may require a medical diagnosis from your primary care provider for nutrition services to be covered, and not all types of services are eligible for reimbursement.

**If I am in-network with your plan,** I will bill your insurance directly. You will only be responsible for your co-pays, co-insurance, or deductible amounts at the time of your session. Fay keeps the most up-to-date list of the insurance plans I am in-network with. You may view this list using our Fay Nutrition Booking Link at [Malou Aragon Nichols, RD - Fay Nutrition](#).

**If I am not in-network,** you may still be eligible for out-of-network benefits. In this case, you would pay for your sessions in full at the time of service, and I can provide a receipt or superbill for you to submit for reimbursement.

## HIPAA and Communication

Your privacy and confidentiality are extremely important to our team. We follow protocols to ensure we comply with HIPAA (Health Insurance Portability and Accountability Act) regulations. For more details about HIPAA, please visit the official [HIPAA website](#).

Designated secure messaging platforms (such as Fay App or Simple Practice) are the best ways to communicate with our team about your health or administrative matters. These methods ensure that your information is kept secure. For brief communication about information that does not include protected health information, please contact us through our primary

communication form by email at [malou@kalard.com](mailto:malou@kalard.com). Please note that text messages and phone calls are not secure and are reserved for brief or one-off scheduling or administrative matters.

In case of an emergency, please contact 911 or your local crisis line directly. If there is ever a need to share your personal health information (e.g., in a crisis situation), I will do so only in accordance with the law or with your consent.

## **Other Communication and Client Safety**

Your safety and comfort are always top priorities. During virtual or telemedicine sessions, we ask that you choose a safe, private space where you can focus on our work together without distractions (for example, please avoid driving during sessions). If you're in your car at the time of the session, we'll wait to begin until you're safely parked.

I also encourage you to be active in your nutrition journey—feel free to enjoy meals, grocery shop, or take mindful walks during our sessions (with or without me!). I'm here to support you however you choose to engage. Please note, though, that by participating in these activities, you assume responsibility for your safety.

If you see our dietitians in public, we will respect your privacy and not acknowledge you unless you choose to do so. If you'd like to connect with our team on social media, you're welcome to follow Kala Nutrition for updates. Just know that for privacy reasons, we won't engage with clients through social media messaging.

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