# COMMUNITY ROOM FAQs

## Why are sessions self-pay?

A simple explanation for patients booking in the shared treatment room.

THE SHORT ANSWER

**Community-room visits are self-pay only.**

This clinic does not submit insurance claims for these appointments.

| SHARED SPACE | SELF-PAY RATE | NO CLAIM SENT |
|---|---|---|
| Treatment with others | Simple, upfront pricing | No insurance billing |

### Your questions, answered

1. **Why doesn't the community room accept insurance?**
   We offer shared-room appointments as a separate self-pay service. It keeps pricing simple and avoids plan-by-plan claim processing for this visit type.

2. **Does that mean my insurance never covers acupuncture?**
   No. Some plans cover acupuncture under specific conditions. Coverage depends on the plan, provider, service and documentation—not just the treatment name.

3. **Can I use insurance for an individual appointment?**
   Possibly. Ask your clinic whether private appointments are available and whether insurance benefits can be checked before you book.

4. **Can I request a receipt for reimbursement?**
   Ask the front desk about available receipts. An itemized receipt does not guarantee reimbursement; check your plan before submitting.

COMMUNITY SESSION RATE

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Questions? Ask our front desk.

Self-pay is this clinic's policy for community-room visits, not a universal insurance exclusion.

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