NUTRITION COUNSELING, CLIENT POLICIES:

- A WellWorks membership is not required for our nutrition counseling services.
- Payment is due at the time of your appointment, unless a session has been pre-paid and placed on your account.
- WellWorks is a cash-free facility. We accept Visa, MasterCard, Discover, and American Express; or, checks made payable to WellWorks. Cash is not accepted.
- We do not sell “gift certificates,” but we can place session(s) on an account. If the recipient is not a current member, we will create an account at no cost and place the purchased session(s) on the new account.
- Sessions placed on an account are good for one year from the time of purchase.
- Sessions are not transferrable.
- We are not a medical facility and cannot bill insurance.
- Flexible Spending Accounts: Do you have a diagnosed condition such as diabetes or celiac disease that nutrition counseling may help you better manage? Do you have a WageWorks flexible spending account? If so, ask your doctor if they would fill out a Letter of Medical Necessity so you can receive nutrition counseling using your flexible spending account funds. Please bring the completed form with you to your nutrition counseling appointment.
- At this time, Ohio University is not established with an Inventory Information Approval System (IIAS) and, therefore, WellWorks cannot accept debit cards from Flexible Spending Accounts such as Wageworks.
- We can, however, provide you with an itemized receipt for reimbursement submission to your Flexible Spending Account. While some of our services do qualify for reimbursement with some FSA programs, restrictions (such as the aforementioned letter from your physician) may apply.
- Reminder calls are provided as a courtesy to our customers. Clients are still responsible for their scheduled appointments.
- Late Policy: Clients who are late to an appointment will receive the remaining time of the scheduled appointment and be charged the full price.