

Kala Nutrition Practice Policies

This policy may be updated, and the most current policy will be available via our linktree @filipinx_rdn. - July 29, 2025. You're welcome to reach out directly to us by email malou@kalaRD.com for the most up-to-date information.

Exchange for Services

At Kala Nutrition, we offer high-quality, personalized nutrition care from Board-Certified Registered Dietitian Nutritionists. 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.

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 upon your request.

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.

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.

Note: This decision comes after deep consideration and awareness of the financial challenges many are navigating. In the spirit of collective care, this shift reflects our perspective on the broader national conversation about systemic barriers in health care—barriers that disproportionately impact those with the most marginalized identities. Our team believes that access to healthcare is a basic right, and that neither weight stigma nor weight loss should be seen as a substitute for basic medical care or necessary accommodations. These and various interconnected issues limit access to timely, affordable care, undermine individual autonomy, and disrupt the nutrition space and work we strive to do together.

Additional Reading/Resources:

[Weight Loss Is Not a Substitute for Healthcare: Part 1- The Basics.](#)

[Therapists are leaving health insurance networks. Here's why.](#)

[The Full Costs of Our Health Insurance Maze - Roosevelt Institute.](#)

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](#).

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**. Some businesses offer a 48-72+-hour cancellation policy, however, we chose our cancellation policy to offer flexibility, while maintaining high-quality service and care for all clients.

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 cause disruption, inconvenience to other clients, providers, and small-business operations as well. When an appointment is booked, this appointment reserves 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.

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. To respect the accessibility needs of other clients and to support office work-life balance, a kind reminder of the **Attendance Guide and Agreement in place**, which includes:

If two consecutive sessions (or more) are missed or cancelled, we may discuss discharging you from services.

Please view the following for other instances where we may discuss a re-evaluation of meeting schedule and or the need to discontinue/pause our services:

Regular Schedule Frequency	Re-evaluate / Discontinue Services
If participants are meeting weekly with our team	We will re-evaluate and/or recommend discontinuing services after missing 2+ sessions within a 1-3 month period
If participants are meeting biweekly with our team	We will re-evaluate and/or recommend discontinuing services after missing 1+ session within a 1-3 month period
If participants are meeting monthly or less often with our team	We will re-evaluate and/or recommend discontinuing services after missing 1+ session within a 3-month period

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, regular 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.

The No Surprises Act

The No Surprises Act is a federal law that went into effect on January 1, 2022 which protects people who use private insurance or don't have or use insurance. It protects people in the United States who:

- Use most types of private health insurance
- Don't use health insurance
- Don't have health insurance

Participants may access resources, including details on how to submit a complaint [here](#).

[No Surprise Billing | CMS](#)

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. 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.

Informed Consent: Weight Inclusivity

Kala Nutrition, LLC offers nutrition, body-image and behavioral health coaching via nutrition counseling and medical nutrition therapy to support nutrition, body-esteem, and overall health. Our team is composed of Registered Dietitian Nutritionists (RDN or RD) and our guidance and education are not meant to replace medical advice or diagnosis provided by a licensed physician, primary care provider, or mental health provider.

What is weight-inclusivity?

Compared to a standard nutrition approach to health (sometimes called a weight-exclusive approach), the nutrition approach used by my Provider at Kala Nutrition, LLC is weight-inclusive Health at Every Size®-inspired care. Briefly, this approach does not solely base my nutrition

care and progress on changes in body shape or weight. Along with tending to nutrition counseling for health conditions, I would like assistance with, i.e. diabetes, PCOS, high blood pressure, eating disorders/disordered eating or irritable bowel syndrome, a weight-inclusive Health at Every Size®-inspired approach:

1. Has the intent to encourage and explore health-focused nutrition and movement behaviors regardless of current weight status or body shape.
2. Aims to increase awareness and connection between eating behaviors, body cues, and nutrition needs through training like mindful eating; hunger-fullness awareness; considering seeking pleasure and satisfaction in eating; finding joy and body awareness with movement.
3. May offer time to discuss individual's relationship with food and body through the exploration of dieting or eating behavior history; societal influences on diet and body; psychological support and encouragement.

Unlike the nutrition approaches that work from a weight-exclusive perspective, a weight-inclusive Health at Every Size®-inspired approach offers¹:

- Long term weight stability at 5 years after possible initial weight fluctuation.
- Possible improvement in blood pressure, cholesterol, cortisol level.
- Likely improvements in intuitive eating behaviors and dietary quality, reduced body dissatisfaction, sustained physical activities.
- As with all forms of behavior change, discomfort and/or difficulty may arise.

Risks that may be involved when following a weight-inclusive Health at Every Size®-inspired approach include:

- Lack of support from family/friends due to their unfamiliarity with approach.
- Initial unease with letting go of long-held dietary beliefs.
- Grief due to loss of striving toward a “thinner” or “smaller” body size.

My Provider encourages clients to consider body movement and nutrition care through an intersectional-inspired lens; Including that regardless of body ability, nutrition and food access, all individuals are worthy of nutrition and community care that is sought or desired by the individual.

- I am open and willing to learn more about the complexity of eating patterns, nutrition needs, and health influences (including socio-economic, environmental, medical-system influences).

- There are eating and movement patterns which have been linked to wellness just as there are eating and movement patterns linked to poor-health outcomes. A Registered Dietitian can help to explain the science behind these factors.
- My Provider guides nutrition care by supporting Clients' body autonomy and informed consent.
 - For example, If I am not ready to work towards a weight-inclusive Health at Every Size®-inspired approach, my Provider can be compassionate and understanding.
 - I may have conversations about this with my provider and I understand that I can choose to engage in conversation on this topic or receive education, counseling to support my health journey if/when I'm ready to consider a weight-inclusive Health at Every Size®-inspired approach.
 - Through work with my Provider, I may choose to engage or not engage in nutrition or body movement (lifestyle) changes. I am open to discussing and/or considering views of health, body movement, lifestyle progress that promote a more weight-inclusive perspective. I have and/or I am open to discussing these topics with my care provider.

Resources for Further Reading:

[About - HAES Health Sheets](#)

[Association for Weight and Size Inclusive Medicine](#)

[Medical Students for Size Inclusivity](#)

[1 Tylka, T., Annunziato, R., Burgard, D., Danielsdóttir S., Shuman, E., Davis, C. and R Calogero. (2014) WeightInclusive versus Weight-Normative Approach to Health: Evaluating the Evidence for Prioritizing Well-Being over Weight Loss. Journal of Ob*sity 2014.]

Informed Consent: Nutrition Counseling and Eating Behaviors

Nutrition care and counseling services can be seen as an important component to [whole person health](#). Some clients are referred to outpatient nutrition clinic services to support nutritional and behavioral health changes for general health needs or after an emergency/acute health event, i.e. after a visit to the emergency room or inpatient hospitalization.

Our team at Kala Nutrition, LLC has clinical and lived experience around implementing medical nutrition therapy, nutrition counseling to help participants with their nutrition knowledge and behaviors. Like any therapeutic intervention (e.g., medications, physical activity, environmental changes), a focus on dietary changes may be beneficial for some, while others may find it ineffective or unsustainable. In such cases, modifications or alternative approaches may be

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appropriate. It's important to weigh the personal costs and benefits before beginning, and to remain flexible throughout.

Possible Benefits of Nutrition, Dietary Intervention:

- **(Chronic) Health Management or Symptom Relief and/or Improved Quality of Life:** For some, nutrition changes can help with health symptoms and enhance physical, mental, and social well-being.
- **Insight:** Implementation or a trial of dietary interventions may provide useful information about food sensitivities, preferences, likes, dislikes to further support relationship with food.

Potential Drawbacks of Nutrition, Dietary Interventions:

- **Biological Risks:** If a dietary intervention results in intentional or inadvertent restrictive eating, this may lead to nutrient deficiencies, low energy intake, disrupted hunger/fullness cues, or disordered eating patterns (e.g., binge-restrict cycles).
- **Psychosocial Impact:** Dietary changes/Strict diets may increase stress, food preoccupation, or reinforce diet mentality, especially for individuals with a history of disordered eating, food insecurity, or body image concerns.
- **Social Limitations:** Dietary restrictions may limit participation in social eating experiences, which can affect quality of life and relationships.

We operate with the perspective that each individual deserves whole person care and that their nutrition needs may change and that nutrition approaches and interventions may need to be modified or change to be more individualized. In nutrition counseling and diet intervention approaches, Kala Nutrition providers:

Choose to remove/reduce practices that encourage placing morality on food, food choices, body shape or size, or health status.

Acknowledge that there are various socio-economic barriers to accessing basic needs like healthcare, shelter, safe food and water; and that there are limits to an individual's "healthy nutrition" without global ([food](#)) [sovereignty](#)— the right of a community to identify and control how their food is produced and distributed, and this includes the quantity and quality of what they are consuming.

Invite a collaborative process that may include: nutrition assessment, nutrition education and recommendations, psychoeducation, and/or individualized nutrition guidance.

Encourage participants to consider an interdisciplinary care team to offer support around the bio psychosocial factors around nutrition and health while mitigating concerns around dietary restriction, malnutrition, or "maladaptive" eating behaviors. This

interdisciplinary team includes a primary care provider or general practitioner, therapist or other mental health specialist, and registered dietitian nutritionist.

Outside of foods that an individual is [allergic to and/or causes anaphylaxis](#), our team works towards an “all foods can fit” or “gentle nutrition” approach rather than a strict, diet culture mentality.

Through work with my Provider, I may choose to engage or not engage in nutrition or body movement (lifestyle) changes. I am open to discussing and/or considering views of health, body movement, lifestyle progress and tools that help me approach my individual whole health approach, values and goals.

Resources for Further Reading:

[Interdisciplinary Educational Interventions Improve Knowledge of Eating, Nutrition, and Physical Activity of Elementary Students - PMC](#)
[National Association of Anorexia Nervosa and Associated Disorders](#)
[When does dieting become dangerous? The line between dieting and an eating disorder | News Disordered Eating & Dieting](#)
[Alliance for Eating Disorders](#)
[Project HEAL](#)