

Kala Nutrition Practice Policies

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KALA NUTRITION PRACTICE POLICIES

[This policy may be updated, and the most current policy will be available via our linktree [@filipinx_rdn](#). - Sep 15, 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 a nutrition therapy intake is \$188, and follow-up nutrition therapy sessions are \$148. 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 (upon availability).

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.

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. Nutrition therapy is individualized, and the following is a general outline of what our session format may entail:

Nutrition Therapy Intake Visit (75 minutes)

- Explore personal narrative, health history, eating behavior, and goals.
- Collaborate on and Create "Nutrition Care Plan"

Follow-Up Nutrition Therapy Visit (60 minutes)

- Begin with a check-in (highlights, challenges, emotional responses).
- Reassess any shared goals and strategies; Provide nutrition and/or health education, review nutrition-related lab results.
- May include "Meal Support Sessions": 15 to 60 minutes of one-on-one support during meals/snacks; Explore neutral food experiences when accessible.

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 starting with weekly sessions. A consistent schedule and meeting frequency support our partnership, a sense of progress, and the sustainability of our 1:1 work together. Participants often transition to biweekly or monthly sessions for maintenance and support once they feel ready to, i.e., upon increased confidence in meeting their health goals or nutrition progress. We can discuss these details and as we put together a nutrition care plan.

Weekly visits are recommended also from the standpoint and work in supporting clients with eating disorders, disordered eating behaviors, something our team see as a place that is deserving of help, no matter how "severe" or "significant" an individual's symptoms or health consequences are. If missed appointments are recurring and/or clients aren't able to prioritize nutrition care on a regular, weekly, biweekly, etc. basis, this may signal a conflict in values or shared expectations, e.g. Our work may not be a good fit for the client (at this time); Our work may not be a priority or work well for the client's schedule (at this time); The client may deserve or find it beneficial to seek a higher level of care or other support for their nutrition and well-being. Read more about higher level of care and [Types of Eating Disorder Treatment, Alliance for Eating Disorders](#).

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 or brief phone appointment 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 some flexibility while maintaining high-quality service and care for all clients. **No-shows and late cancellations, which include a cancellation without 24 business hours' notice (Monday to Friday, excluding holidays, or arriving 10+ minutes late for an appointment) will be canceled and billed at up to the full self-pay rate of the session.**

When an appointment is booked, this appointment reserves a space on our calendar that is no longer available to our other clients, including those who may require to meet for weekly nutrition care visits. If you are unable to keep your appointment, please contact us immediately so we may reschedule you. Please note that appointment cancellation fees cannot be submitted for insurance reimbursement.

To respect the accessibility needs of all clients and to meet the needs of running a nutrition business, we offer attendance guidance and agreement including: **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.**

Other instances where we may discuss a re-evaluation of the meeting schedule and or the need to discontinue/pause our care 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.

****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.**

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 and out-of-network superbill/reimbursement requests, however, will no longer be taking insurance or considered an "in-network provider."*

Insurance Information

Our team will assist with all insurance claims, however, it's ultimately the client's/caregivers' of client responsibility to verify coverage and out-of-pocket costs.

We will bill your insurance directly if we are in-network with your plan. You will only be responsible for your co-pays, co-insurance, or deductible amounts at the time of your session.

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.

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:

- Provider Name and National Provider Identification (NPI):
first name: Maria-Lourdes (Malou)
middle name: Aragon
last name: Nichols
NPI: 1154635662
- 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.

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. ([HIPAA website](#).)

Designated secure messaging platforms (such as 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 form of communication 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. *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.*

EMERGENCY RESOURCES

911, nearest emergency room or hospital

If you or someone you know is in immediate, life-threatening danger and you decide to call 911 (or go to your nearest emergency room), please be aware that police are not equipped to offer mental health support and may even pose a danger to people of color, neurodivergent people and disabled people. Please ALSO reach out to community leaders, neighbors, friends, and family to be present if you are calling the police.

988 Lifeline

If this is a mental health emergency and you are seeking to connect with the national crisis hotline, 988 Lifeline, please be aware that because the 988 Lifeline is a network of state-run and local-run crisis centers, and that some crisis line workers are mandated to report plans of suicide to the police. If this is a concern, we encourage you to first ask about their reporting policies before sharing. (988lifeline.org)

WARM LINES, 911 ALTERNATIVES (not required to call the police)

BlackLine

You can call or text 1-800-604-5841, to call BlackLine – an anonymous and confidential crisis hotline for immediate counseling and resource support; to report negative, physical, and inappropriate contact with police and vigilantes. For each location in the country, referrals can be given when/if necessary. (callblackline.com)

Trans Lifeline

You can call 1-877-565-8860, which is run by and for Trans people. English and Español.

Additional resources are available at InclusiveTherapists.com/crisis.

NON-EMERGENCY RESOURCES

For immediate support for non-emergency concerns, you may

Call **211** for State-Wide Community Resource Search Assistance.

Call **1-888-843-4564** to reach the LGBT National Hotline.

Locally, call **970-416-1985** to reach the Larimer County Sheriff's Department.

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 and self-care management—feel free to enjoy a snack, grocery shop, or take mindful walks during our sessions (with or without me!). I'm here to support you in ways that respects both the client and the clinician/provider. Please note that by participating in these activities, there is an agreement that the individual client assumes 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.