



**Welcome to Pfeiffer Treatment Center! Helping people is our commitment. We hope this informational sheet will assist you in understanding whom PTC cares for, and what you can expect from visiting our Center or a PTC Outreach Clinic.**

### **Who are our patients?**

Pfeiffer patients from around the world come to our Center or a PTC Outreach Clinic seeking a clinical and healthy treatment for their symptoms caused by a biochemical imbalance. Individuals may also choose to visit PTC (main clinical headquarters only) to support their health and wellness in the absence of symptoms of a biochemical imbalance.

Symptoms of a possible biochemical imbalance include:

- Anxiety and panic attacks
- Hyperactivity or behavior problems
- Trouble staying focused or difficulty with concentrating
- Frequent mood changes
- Developmental delays
- Depression
- Early Alzheimer's Disease Symptoms

Many have been previously diagnosed with: ***attention deficit disorder (ADD), attention deficit disorder with hyperactivity (ADHD), autism spectrum disorder (ASD), anxiety, depression, postpartum depression, post traumatic stress syndrome, bipolar disorder, schizophrenia disease and early Alzheimer's disease symptoms.***

### **What can I expect?**

Pfeiffer's caring medical team takes an integrative approach by involving physicians, nurse practitioners, registered nurses, pharmacists and other medical/clinical specialists. The PTC clinical team conducts a biochemical assessment of each patient. Once a person's individual biochemistry is identified, a custom treatment may be prescribed.

A typical visit and evaluation at the Pfeiffer Treatment Center or a PTC Outreach Clinic includes:

- An interview with a registered nurse to discuss medical and relevant health history
- A physical examination and consultation with a physician or nurse practitioner.
- Laboratory analyses of blood work.

The Pfeiffer medical practitioner reviews this information to determine the patient's chemical imbalance and develops an individualized nutrient program of vitamins, minerals and amino acids to address the patient's unique biochemical needs.

### **How does our treatment work with other therapies?**

Pfeiffer's biochemical therapy is not an alternative to traditional drug therapies or counseling, but a complement to them. Patients must seek the professional guidance and advice from their primary care physician/psychiatrist for any changes to their psychiatric medications or dosages.

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*Our mission is to normalize biochemistry in children and adults through research, development, education, and affordable clinical services.*

Since 1989, Pfeiffer Treatment Center (PTC) has helped more than 22,000 patients from all 50 states and from more than 75 countries at our Center in Warrenville, Illinois (clinical headquarters), or at our Outreach Clinics in California and Maryland. Health Research Institute – the research and development arm of the Pfeiffer organization – engages in ongoing research to refine our ability to diagnose and treat biochemical imbalances. Research studies are published regularly and in nationally and internationally acclaimed scientific journals. Our medical and research professionals are dedicated to helping our patients lead productive and rewarding lives.

## **FINANCIAL INFORMATION**

The evaluation process at PTC emphasizes the uniqueness of each patient, while providing cost-effective and affordable care. Therefore, the services provided and the tests ordered depend on the complexity of the patient's symptoms, as well as the professional judgment of your assigned PTC medical practitioner.

Fees are based upon the services provided, the tests ordered, the complexity of the medical decision-making process, and the time that is required to develop an effective, individualized treatment program. There is an additional fee for our Outreach Clinics.

**INSURANCE COVERAGE:** PTC does not accept assignment or participate in Medicare, Medicaid, Tricare or any insurance plans. However, since we are committed to accurate and compliant coding of our services, the majority of our patients with insurance do typically receive some level of reimbursement.

At the end of the visit, the patient receives a patient bill of services that may be submitted to their insurance provider for reimbursement. An insurance packet, which includes a schedule of fees, diagnostic codes, and other appropriate information, is available by calling 630.505.0300 or 866.504.6076. Medicare patients **should not submit their bill** to Medicare for payment as services at Pfeiffer are non-covered under Medicare guidelines.

**PAYMENT INFORMATION:** **Payment is due at the conclusion of each visit.** The patient will pay for the office visit at the time of the visit. The lab portion will be billed to the patient's insurance by the laboratory that processes the lab tests. The visit fees include a visit with the practitioner and RN, results consult by phone with the nurse when you receive your results, and ongoing RN case management. We accept cash, check, money order, traveler's check, Discover, MasterCard and Visa. For a telephone consultation, payment by credit card (Discover, MasterCard or Visa) is also due at the time of service. If a patient is unable to pay by credit card, previous arrangements need to be made prior to the telephone consultation. Patients visiting any one of our **Outreach Clinics** must pay a non-refundable **\$245 Outreach fee** when scheduling an Outreach appointment. (in addition to cost for initial and follow up visit).