**REFUNDS**

If you need to request a refund for any reason, please contact Sana Lake Accounts Receivable at [AR@SanaLake.com](mailto:AR@SanaLake.com) or 636-944-4400. Refunds will be applied first to the debit or credit card used when possible. All other refunds will be delivered by check payable to the client. Please note Sana Lake does not control the timing for process of refunds by your card issuer or bank. Additionally, refunds will not be processed by Sana Lake until Sana Lake receives adjudications on all insurance proceeds due on your account. There are NO REFUNDS for products sold or services rendered. Accounts paid in advance of services being rendered will be refunded, when applicable, in an amount equal to the advance payment less the amount due for services rendered in accordance with the fee schedule, and your deductible, co-insurance, out-of-pocket maximum amounts, other non-covered services rendered, and other fees identified in this agreement.

Members are responsible for their deductible, co-insurance, and out-of-pocket maximums. No refunds will be issued for services rendered and for the member responsibility paid towards these services unless payments have been made in excess of member responsibility.

Members are responsible for the cost of services rendered with self-pay options chosen. In the event that members pre-pay for services then payments will be applied for each day and/or service rendered according to the Self Pay fee schedule. Should a general discount be provided for an entire episode of care, any refunds for time or services unused are prorated according to the self-pay fee schedule. No refunds are provided for Inpatient Detoxification after admission when these services are paid for in advance. For bundled pricing that includes inpatient detoxification and residential care, refunds are processed for members discharged between 8 and 21 days in care. Any discharge prior to the 8th day or following the 21st day will not be eligible for refunds.

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