

Frequently Asked Questions

Welcome to Corazon Holistic Health. We operate under an innovative Collaborative Care Model designed to address the growing demand for accessible and affordable whole body mental health services. If you have any additional questions, please ask!

- 1 What is a Collaborative Care Model? (CoCM)**

A Collaborative Care Model (CoCM) is an integrated healthcare approach that improves access to whole-body mental health and is team-based, client-centered, and evidence-driven, designed to improve overall results for all members of Corazon Holistic Health. It operates as a membership + fee-for-service model. This model allows us to continue to offer a dedicated and high-quality customer experience, exceptional and comprehensive care aiming to improve affordability, community and educational opportunities, along with early access and exclusive offers. It also allows us to continue to expand our holistic health service offerings to provide a one-stop shop for whole-body mental health, along with many other benefits!

- 2 What is included in the membership?**

- Yoga pass for 3 free classes (must be used within first 30 days)
 - Free Monthly educational event (working on a virtual option)
 - Membership discount for ALL workshops and first-come access to sign up
 - Welcome packet: Free Consultation with somatic therapies
 - Exclusive special events for members
 - 10% off \$30 or more spent in bodega
 - Monthly raffle for service or Bodega item (figure out logistics)
 - 1 guest pass for any service (fee for service not included)

- 3 What is the cost of the membership?**

\$15/month per client
Annual Fee= \$15 x the # of months left in the fiscal year (2025)

- 4 Is family pricing available?**

Yes. We offer a capped rate of \$60/ month and includes:

 - Two adults (18+) and all related children under 21
 - Children 21 and over are considered additional adults
 - Additional adults may be added at \$15/month per person at the practice's discretion and not covered under the family cap.

- 5 **When will I be charged?**
- Membership fees for the first month are charged at sign up, and auto drafted on the 25th of each following month.
 - Monthly billing is not collected in advance, ensuring transparency and simplicity.
 - Memberships run from January 1- December 31
 - All new clients' membership will be charged the day they sign up for the current month and following months will be processed on the 25th, if the client chooses to do auto pay monthly.
 - Clients can choose to pay the fiscal year membership is full.

6 **How do I cancel my membership?**

Cancelling your membership means you are no longer wanting to engage in any services at Corazon Holistic Health. To reengage in any services, membership must be reactivated. Membership cancellation requests must be submitted by the 20th of each month. A one time reactivation fee of \$25 will be charged. All Memberships are non-refundable after purchase.

7 **Do I have a time commitment to my membership?**

No. You are a member and can receive services at Corazon as long as your membership is active.

8 **How long are Yoga Passes good for?**

3 free yoga classes (30 days)
5 class pass (90 days)
10 call pass (120 days)

9 **Can I try a service without becoming a member?**

For all non members, one time guest pass can be purchased for \$20 + the cost of the service (excludes individualized counseling). All workshops and community engagement events are open to everyone!

10 **Why is Corazon Holistic Health operating under a Collaborative Care Model?**

At Corazon Holistic Health, we prioritize the needs of our community by cultivating a culture of authenticity, comprehensibility, and value. This commitment extends to our new innovative Collaborative Care Model (CoCM) designed to address the growing demand for accessible and affordable whole body mental health services.