



HERE WE GROW
PEDIATRICS

Financial Policy

If you have any questions regarding these policies please speak to someone at our front desk for assistance. We are dedicated to providing the best care and service possible to you and regard your complete understanding of your financial responsibilities as an essential element of your care and treatment. For all services rendered to minor patients, we will look to the accompanying adult for payment and insurance information.

- **Insurance:**
 - Insurance is your responsibility. You must present a valid insurance card for your initial visit, and anytime you have a change or update in insurance. Our office is not responsible for maintaining ID numbers or knowing the details of your plan.
 - In the event that we cannot verify your insurance, we expect payment in full at the time of the visit. We will then either provide you with a receipt so you can seek reimbursement yourself or in some instances we may refile the claim for you when up-to-date information is available. However, please remember most insurance companies have filing deadlines and if you provide the information past the deadline we cannot file the claim for you.
 - For newborns - it is imperative that you add your child to your insurance policy within 30 days. Please do this as soon as possible to avoid any unpaid claims.
- **Copays:**
 - All copays, deductibles, and balances will be due at the time of service unless a payment arrangement has been made prior to appointment with our billing department. To make things as convenient as possible for our patients, we accept cash, checks, and credit cards to take payments. Any returned checks will result in a \$35 service fee and all future payments are required to be cash or credit/debit card.
- **Deductibles:**
 - Deductibles and fees for non covered services are due at time of service, in most cases our front office staff will collect a \$50 flat fee for high deductible plans, the visit will be billed to your insurance, and we will collect the rest of the balance owed after processing.

- Balances:
 - If your account reaches a balance of \$250 or more, we will be unable to see your child in the office until a payment or payment arrangement has been made with our billing department.
- Self Pay:
 - Our office will offer a 20% discount on office visits for all self pay visits, as long as payments are made the same day of appointment.
- Late/Missed Appointments:
 - Our office has a late and missed appointment policy with a 3 strike rule per family. We allow 15 minutes after your appointment time before counting it as a late or missed appointment. Our office will give you a courtesy call and if you are not coming or do not answer the appointment will be canceled and you will have to reschedule. We ask if you know you will not make it to an appointment, please call our office at least 24 hours prior for cancellations and rescheduling. Any missed or late appointments without 24 hour notice will be subject to the missed appointment fee. After your first late or missed appointment you will receive a warning, and the fee will be waived. After the initial warning and further late or missed appointments will result in a **\$35 fee**. We hold ourselves accountable for staying on time, as well as our patients and their parents. Late and missed appointments take away opportunities for other families to be seen and receive care in a timely manner. After three late or missed appointments per family, you will receive a warning and if incidents continue it may result in dismissal from the practice.
- Medical Records/Document and Forms fees:

Because we give our patients many ways to access and receive patient records, either online through the patient portal, or during in office appointments, there are fees for any requests for physical forms, records, or other documents outside of an appointment.

- Medical records requested by the patient for the purposes of transfer of care to another physician will be provided at no charge for the first copy once we receive a completed medical record release form. There is a \$25 fee for additional copies. For medical records requested from parents for personal use outside of an appointment there is a \$25 fee.
- Any physical, sports, or school forms brought to and signed during an in office visit have no charge. Any requests for signatures outside of a visit will result in a \$10 physical form fee.
- FMLA form requests are \$25
- Any specialty or custom letters signed and completed by our physicians or staff are \$10.

- Ear Piercings:
 - Our physicians will have ear piercing appointments available. Ear piercings are \$85 and come with your choice of crystal, or pink hypoallergenic studs. Payment for ear piercings is due prior to service
- After Hours Nurse Line Fee:
 - Our office offers a 24/7 after hours nurse line when calling on weekends, holidays, and after 9pm on normal business days. This nurse line remains available for questions and assistance when the office is not open. Please be aware there is a \$20 fee to utilize the nurse line that will be billed to your account after calling. For non urgent matters that can be attended when we are back in office feel free to send us a portal message instead.
- Portal Messaging Fee:
 - For simple, quick response questions most portal messages wont incur a fee. For detailed portal messages covering several questions, in depth questions, or that require extended time to respond and a detailed medical response from our physicians they can incur a fee of \$20 that is billed to your insurance. Any remaining balance is left as patient responsibility.