

Discovery Pediatrics, LLC

FINANCIAL/OFFICE POLICIES (effective 6/29/17)

Welcome to our practice. We are pleased that you have chosen us to care for your children. Please take a moment to review and sign our office policies.

Insurance Participation:

We participate with many insurance carriers. As a courtesy, we will submit claims to all insurance companies with which we participate. If you do not have health insurance or if we do not participate with your insurance plan, payment in full is expected when services are rendered. For your convenience, payment will be accepted in the form of cash, personal check or MasterCard, Visa, Discover or American Express. **After your insurance company has responded, if you have a deductible and/or co-insurance, the credit card on file will be charged.**

Copayments:

Most insurance companies require a copay, which is **due at the time of service. If for any reason the co-pay is not made at the time of the visit, the credit card on file will be charged.** In the past, it has often been the practice to extend professional courtesy and waive copayments. **Waiving copayments is a violation of the contracts we have with insurance companies and is now strictly prohibited.**

Charge for Medical Records:

Given a minimum of 5 business days and your **written request**, we are happy to provide you with a copy of your child's basic medical record. There is a **\$20** fee for processing and sending **each** child's Basic Medical record (last physical, growth charts, most recent labs, lead test results, and vaccines). There will be additional fees if the entire chart is requested.

After Hours Telephone Consultations:

We are available to you by telephone any time you have an urgent need after routine office hours. We encourage you to not hesitate to contact us should you feel a medical matter cannot wait for regular office hours. Some insurance companies reimburse phone consultations and therefore our office may bill your insurance company when after-hours medical advice or service is provided. **We will not bill you for these services.**

Referrals:

Our office must be given a minimum of 3 days to process referrals to specialists. In no instances will we "backdate" a referral for a visit which has already occurred. You are responsible for knowing whether your insurance company requires referrals. In order to complete referrals, we must have your current insurance information, the specialist name, phone and fax number, your appointment date and reason for the referral (diagnosis).

School Forms:

We will complete school/sports/camp forms generally within 5 to 10 business days of when they are received in our office. We will call to alert you that forms are completed. Your completed forms will be retained in the office until you pick them up. Forms can be uploaded to the Patient Portal. **Forms will not be emailed.** There is a **\$35** annual **Form Fee** to process your forms. If you request forms to be completed within 24 hours, there is an additional \$15 Expedited Fee. These fees must be paid before the release of forms.

Services not covered by Insurance:

Certain services are not covered by insurance, or we do not accept insurance for these services. These include, but are not limited to: administrative fees, missed appointment fees, Ear piercing, Travel visits, and certain vaccines. If you request one of these services you will be informed of the cost of the service. You will be required to pay for the service at the time that it is rendered.

I have read the above policies and agree to the terms.

Name of Patient(s): _____

Parent or Guardian signature: _____

Date: _____