



In the changing economic climate we are committed to delivering top notch medical care and customer service. After much thought and deliberation we find it necessary to update our financial policies in order for us to continue to provide the highest quality, efficient and valuable services for you and your child. We thank you for the trust you place in us and value our relationship with each and every one of you.

1. Insurance cards, reflecting your current insurance plan, must be brought to every appointment. We will verify insurance and file claims, however verification is not a guarantee that a claim for a particular service will be paid. It is your responsibility to understand your benefits and you will be responsible for all charges for services rendered not covered by your insurance company.
2. Any information about secondary insurance must be presented at the time of service. Failure to do so may result in an untimely claim submission in which case you are responsible for the charges.
3. Co- payments, and 50% of any deductible or coinsurance is due at the time of service.
4. Any balance not covered by insurance is due within 60 days of the date of service. Payment can be made by cash, check, Visa, Mastercard, Discover and American Express.
5. If no insurance coverage can be verified and for all self pay patients, payment is required at the time of service. We do participate in the VFC program for immunizations. You must make us aware at the time of service if you have no insurance coverage for vaccines so your cost can be greatly reduced.
6. Failure to keep an account current will result in the account being turned over to a collection agency.
7. Telephone Policies:
 - Nurse advice offered during regular hours is available at no charge.
 - Prescription refills done during regular office hours are free of charge. Refills requested to the doctor on call after hours will incur a \$15.00 charge.
 - New prescriptions called to the pharmacy as a service to you rather than requiring an office visit, when medically appropriate and at your request are sometimes possible. Both during regular hours and after hours there is a \$15.00 charge for this service.
 - Phone consults with a provider initiated at your request, instead of an office visit, for non urgent or ongoing issues can be done for a fee based on the duration of the call.
 - After 9pm on weekdays, holidays, and after 2pm Saturdays through Monday am direct physician access is available through our answering service for urgent and emergent needs. There is a \$15.00 fee for this service which is waived if the call is related to an office visit in the previous 7 days or results in a visit within the next 24 hours.
8. Forms, such as school forms, camp forms, sports forms, FMLA leave, and insurance applications can be completed at no charge when they are brought to an office visit. 3231 immunization forms are given at every appointment where a shot is given free of charge. There is a \$10.00 fee for any form requested at another time, payable before the form is released.
9. Medical records can be copied and sent out at your request. The minimum charge is \$15.00 (sibling records requested at the same time are \$10.00 each). Additional pages over 20 are .80 per page. There is NO CHARGE for records to be sent to another physician we referred you to, a hospital where your child is receiving care, or records necessary to complete an application for a disability program. Payment is due before the record is released.
10. Appointments missed without notice by 8:30am on the day of the appointment may incur a charge. A repeated pattern of missed appointments will result in dismissal from the practice.

*I have read and understand the office policies outlined above and agree to accept financial responsibility for my child's care.
Please keep this copy and acknowledge by signing in your child's chart.*