

VILLAGE PEDIATRICS FINANCIAL POLICY

Our goal is to provide and maintain a good physician-patient relationship. Letting you know in advance of our office policy allows for a good flow of communication. Please read this carefully and if you have any questions, please do not hesitate to ask a member of our staff.

1. On arrival, please let the front desk know you are here. It is your responsibility to notify the office of any new insurance coverage, address changes or other demographic information.
2. We require that all patients maintain a valid credit card on file with us. **Any patient balances that are present after 30 days will be automatically billed on your credit card.** If your credit card is not valid, any balance over 60 days will be forwarded to a collection agency.
3. According to your insurance plan, you are responsible for any and all co-payments, deductibles, and coinsurances. Patient balances are billed immediately on receipt of your insurance plan's explanation of benefits. Your remittance is due *within* 10 business days of your receipt of your bill.
4. Co-payments are due at time of service. A **\$25** processing fee will be charged in addition to your co-payment if the co-payment is not paid at time of service or by the end of the next business day.
5. Village Pediatrics is not a party in divorce or separation decrees or in child support arrangements. We bill one guarantor, at one address, and expect prompt payment. We do not handle billing or insurance coverage disputes between parents. In situations of divorce or separation of parents and or guardians, the individual bringing in the child for services will be held financially responsible for any unpaid charges on the account.
6. We do not submit to secondary insurance plans. If you have secondary insurance, we will provide you with a receipt to submit for reimbursement. Your secondary insurance will send the reimbursement check directly to you.
7. It is your responsibility to understand your benefit plan. It is your responsibility to know if a written referral or authorization is required to see specialists, if preauthorization is required prior to a procedure, and what services are covered.
8. If our physicians do not participate in your insurance plan, or you have no insurance, payment in full is expected from you at the time of your office visit. For scheduled appointments, prior balances must be paid prior to the visit.
9. We require advance notice for canceling appointments. There is a **\$25** automatic charge for missed "sick" appointments if not canceled two hours prior. There is a **\$100** charge for missed physical appointments if not canceled 24 hours prior.
10. There is a surcharge for weekend visits of **\$40** which your insurance company may or may not cover. You are responsible for the charge if it is a non-covered service.
11. A **\$25** fee will be charged for any checks returned for insufficient funds, plus any bank fees incurred.
12. Our office provides an immunization record as well as a chart summary of past medical history free of charge. A records release form must be completed for each request. Our office now prints all medical records to a CD at a flat rate of **\$15 per child**. Please advise our office staff if you would prefer records to be printed on paper at a rate of **\$0.65/page**
13. Advance notice is needed for all non-emergency referrals, typically 3 to 5 business days. It is your responsibility to know if a selected specialist participates in your plan. Your primary care physician must approve referrals before being issued.
14. Before making an annual physical appointment, it is your responsibility to check with your insurance company regarding whether the visit will be covered as a healthy visit. Not all plans cover annual healthy physicals or hearing and vision screenings. If it is not covered, you will be responsible for payment at the time of visit.
15. Not all services provided by our office are covered by every plan. Any service determined to not be covered by your plan will be your responsibility.
16. **Payment of our "Added Benefits" administrative fee is a mandatory requirement of all patients of Village Pediatrics. Please review our separate Added Benefits policy.**