



mt. sterling pediatrics

Mt. Sterling Pediatrics, PSC Office Policy

Thank you for choosing Mt. Sterling Pediatrics, PSC. 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 and enables us to achieve our goal. *Please read each section carefully and initial.* If you have any questions, do not hesitate to ask a member of our staff.

Appointments: We value the time we have set aside to see and treat your child. If you are not able to keep an appointment, we would appreciate 24-hour notice, we reserve the right to Charge \$20 for a missed appointment.

If you are late for your appointment (>15 minutes), we will do our best to accommodate you. However, on certain days it may be necessary to reschedule your appointment.

Three missed appointments are grounds for termination as a patient of Mt. Sterling Pediatrics, PSC.

We strive to minimize any wait time; however, emergencies do occur and will take priority over a scheduled visit. We appreciate your understanding.

Initial: _____

Insurance Plans

Please understand

It is your responsibility to keep us updated with your correct insurance information. **If the insurance company you designate is incorrect, you will be responsible for payment of the visit and to submit the charges to the correct plan for reimbursement.**

If we are your primary care physician, make sure our name or phone number appears on your card. If your insurance company has not yet been informed that we are your primary care physician, you may be financially responsible for your current visit.

It is your responsibility to understand your benefit plan with regard to, for instance, covered services and participating laboratories. For example

- a Not all plans cover annual healthy (well) physicals, sports physicals, or hearing and vision screenings. If these are not covered, you will be responsible for payment.
- b For children younger than 2 years, there is a limit as to the number of allowable well visits per year. If the number of visits is exceeded, your insurance company will not pay; you will be responsible for payment.

It is your responsibility to know if a written referral or authorization is required to see specialists, whether preauthorization is required prior to a procedure, and what services are covered

Initial: _____

www.mtsterlingpediatrics.com

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Financial Responsibility

According to your insurance plan, you are responsible for any and all co-payments, deductibles, and coinsurances.

Co-payments are due at the time of service and are a contractual agreement between you and your insurance. Mt. Sterling Pediatrics is required to collect co-payments at the time of service. I understand that I am responsible for any balance not covered by my insurance.

As a reminder, a portion of the cost of your child's visit is determined by the time the physician spends with you and your child. If cost is a concern please keep this in mind.

Self-pay patients are expected to pay for services in FULL at the time of the visit.

If we do not participate in your insurance plan, payment in full is expected from you at the time of your visit. We will supply you with an invoice that you can submit to your insurance for reimbursement.

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.

If previous arrangements have *not* been made with our finance office, any account balance outstanding longer than 28 days will be charged a **\$10 re-bill fee** for each 28-day cycle. Any balance outstanding longer than 90 days will be forwarded to a collection agency.

For scheduled appointments, prior balances must be paid prior to the visit.

We accept cash, checks, Visa, and MasterCard credit and debit.

A \$25 fee will be charged for any checks returned for insufficient funds.

Initial: _____

Forms

At this time there is no charge for the completing of forms. **However**, should we deem this privilege is being abused we will charge \$5 per form. We require 3-day turnaround time. Payment is due when the forms are dropped off.

Initial: _____

Transfer of Records

If you transfer to another physician, we will provide a copy of your child's record, free of charge, as a courtesy to you. We need 48 hours' notice.

We provide records of your child for visits (including consultations from specialists) rendered here at Mt. Sterling Pediatrics only. For any previous records, you must request them directly from your previous doctor(s).

Initial: _____

Referrals

Advance notice is needed for all non-emergent referrals, typically 3 to 5 business days.

It is your responsibility to know if a selected specialist participates in your plan.

Remember, we must approve referrals before they are issued.

Initial: _____

Prescription Refills

For monthly medication refills, we require 48 hours' notice, during regular business hours. Please plan accordingly.

Initial: _____

I have read and understand this office policy and agree to comply and accept the responsibility for any payment that becomes due as outlined previously.

Patient Name(s) _____

Responsible Party Member's Name _____ **Relationship** _____

Responsible Party Member's Signature _____ **Date** _____

On completion, we will provide you with a copy for your records.