

OFFICE POLICIES

Appointments:

1. Scheduled by appointments only, no walk-ins.
2. Patients must be accompanied by a parent/legal guardian or other adult named on the authorization list.
3. On arrival-check in at the front desk, provide ID and insurance card, complete necessary forms and/or verify online check-in has been successfully completed.
4. Late Policy- If you are more than 10 minutes late to your appointment, you are considered a “no-show”. You will be asked to reschedule. If this is repeatedly an issue, you will be subject to dismissal from the practice.
5. “No-Show” or less than 24-hour cancellations-Missed appointments incur a \$35 fee, and if a recurrent issue, will result in dismissal from the practice.

Insurance:

1. Insurance is verified prior to your appointment. If we are unable to verify your insurance benefits, you will be considered self-pay.
2. Copayment is due at the time of service.
3. If no insurance (self-pay) or Out of Network, payment is due at the time of service.
4. Claims are submitted to the insurance provided. We do not bill secondary insurance. If insurance denies your claim, you are financially responsible for the balance.
5. It is your responsibility to understand your health benefits and/or limitations, such as limited number of well/sick visits, vaccine coverage limitations, mental health exclusions, PA/referral requirements, etc. Denied claims become patient responsibility.

Well Visits/Vaccines:

1. Regardless of your vaccine preference, we require patients to follow the AAP's schedule for wellness visits.
2. If it is your desire to follow an alternative vaccine schedule or you wish to delay/decline vaccines, you will be asked to sign a Vaccine Declination Form.
3. Some insurances will not cover vaccines given separate from your well visit. If a claim is denied, the balance becomes patient responsibility.

Med Checks, Well Visits & Combined Visits:

1. ADHD/anxiety/depression meds require close follow up. Medication maintenance visits are required every 3 months.
2. As a courtesy, we allow one med check (ADHD/anxiety/depression, etc.) appointment be done in conjunction with a well visit. Accordingly, separate charges for the med recheck will be included on the claim submitted to your insurance and may be subject to copays/deductibles.

3. Similarly, acute or chronic illnesses or conditions handled during the wellness visit will incur additional charges that may be subject to copay/deductible.

Additional Services and Fees:

In order to provide the best care, patients in the office with scheduled appointments and their related care takes precedence over all additional services we provide. For any service need that is urgent in nature, please schedule an appointment so we can handle it urgently.

1. Office Hour Calls: Will be handled after completion of all scheduled appointments within 24 hours.
2. Med Refill Requests/Portal Messages: Require 48 hours' notice. ADHD/controlled substances may take longer due to additional prescribing requirements.
3. After Hour Calls: Calls received outside of office hours (Weekdays-(4pm-8am), Weekends & Holidays) will incur a \$35 fee. This fee is patient responsibility and will not be submitted to insurance.
4. Form Completion: One school/camp/sports form will be completed free of charge at the time of visit. All other forms or paperwork needing completion require up to 5 days for completion and incur a charge (\$5-\$35 based on time/complexity/resources required for completion). Notarization and shipping fees, if necessary, are additional charges.
5. Copy/Transfer Records: \$15 fee per child
6. Referrals/Prior Authorizations: Require up to 5 business days for completion.
7. Returned Checks: \$35 fee plus any banking fees incurred as a result.