



## Patient Financial Policies (rev 4/2019)

- **Timely Payment**

Full payment, including deductibles and copayments, is expected at the time of service unless you have made advance arrangements with our business office. The Pediatric Center accepts cash, personal checks and credit cards.

Help us to submit claims to your insurance company correctly by presenting your child's insurance card **at each visit**. We make a reasonable effort to submit claims to all health insurance companies, even those with which we are not contracted, as a courtesy to our patients. The parent who **brings the child in for treatment** is expected to pay the copayment and/or deductible.

- **Collections**

Any charges that remain unpaid after 30 days after the date of service are considered past due. If no effort is made to pay the balance due, the bill may be subject to our collections process. In this case, the family may be discharged from the practice and the parents asked to seek medical care for their child/children elsewhere. If an account is assigned to a collection agency, the parents agree to pay all collection agency fees, court costs and attorney fees.

**We will not see patients for routine exams/well visits, evaluations or follow-ups if a patient's account is in collections.**

- **Billing Fees**

There is a \$25.00 charge for any check returned unpaid to us from the bank.

- **Form Fees**

Our fee to complete a form (camp, sports, etc.) is \$10.00. There is no charge if the form is completed at the time of visit.

- **After Hours Charge**

The Pediatric Center doctors and nurse practitioners are in the office evenings, weekends and holidays to take care of your children. Effective Oct 2010, Maryland State legislation (HB435) requires many insurers to pay an additional fee to primary care physicians who see patients weekdays between 6pm and 8am, during weekends or on national holidays. ***The current fee is \$28 and will be passed on to the patient should the insurance company not cover it.***

- **Missed Appointments/Late Cancellations**

Broken appointments are costly to us, to you, and to other patients who could have used the time set aside for your child. Please call at least four hours prior to the appointment time to make scheduling changes and to avoid a **\$50 missed appointment fee**. Repeatedly missing or canceling appointments without adequate notice may result in discharge from the practice.

We will not reschedule missed appointments for behavioral evaluations or ADD/ADHD appointments until the missed appointment fee is paid in full.

- **Miscellaneous Expenses**

Your insurance may not cover every type of service we provide (some well visits may not be covered depending on your insurance coverage and the timing of the well visit.). Such fees should be paid at the time of service. Additionally, you may be charged certain administrative fees for duplication of medical records and for completion of school/camp/sports forms **not presented at the time of the visit**.

- **How to Contact Us**

If you need assistance or have any questions, our billing staff can be reached at (301) 662-1930 between the hours of 9am-4pm, Monday through Friday.

Please read and understand our financial policies and keep us informed of your child's insurance status and any changes in your address or telephone number(s). Thank you!