



HOMETOWN PEDIATRICS BILLING & INSURANCE POLICY

Our primary goal as providers of health care services to your children is to deliver outstanding clinical care and service. We strive to serve our patients efficiently and effectively. To achieve our goals, we request that each parent/guardian do their part in cooperating and adhering to the policies of our practice regarding insurance and payment. We provide standard pediatric care as required and recommended by the American Academy of Pediatrics and most major payors. All services provided will be billed including patient questionnaires, screenings, counseling, administration of vaccines, specimen collecting and handling. If your insurance does not cover all services billed, they will be patient responsibility.

It is the parent/guardian's responsibility to:

- Provide full and complete insurance information (including secondary insurance) to the front office staff so that charges are billed appropriately.
- Advise the receptionist of any changes in address, home or emergency telephone numbers, and insurance coverage at check-in.
- Know your insurance plan benefits pertaining to pediatric well and sick visits, lab services and in office procedures. Not all services are a covered benefit in all contracts. It is your responsibility to be aware of your insurance company's provisions for payment.
- Notify your insurance company and, if appropriate, your employer's human resources department of the birth of a new baby WITHIN 30 days of birth so to not be denied coverage.

It is the parent/guardian's responsibility to adhere to these policies:

- If you bring multiple children to one appointment and expect care to be provided for each of them, you will be charged for all services provided for each child. This includes copays and any other balance your insurance deems patient responsibility.
- If you are seen for a well visit but discuss other symptoms, you will be billed accordingly. In some instances, billing for both services is appropriate.
- If you are a member of an HMO, choose "Hometown Pediatrics" as your primary care physician.
- If you do not have insurance coverage, please inquire about our reasonably set fees when scheduling your appointment. We offer a 40% cash-pay discount on the total office visit charges IF the balance is paid in full at the time of the visit.
- If your insurance coverage makes a partial payment and you are responsible for the balance, full payment is expected no later than 30 days from the receipt of your statement. If you must make alternate payment arrangement, please see the front desk. Any outstanding balance age greater than 90 days is at risk to be sent to a collection agency if no attempt to keep your account in good standing has been made. If a patients account is sent to collections for a second time, this will result in a dismissal from the practice.
- If your bank returns a check for insufficient funds, you will be responsible for reimbursing us for our financial institution's fee of \$25 per check. Also, we may request cash payment for future payments.
- Online digital evaluation and management (including text messaging and patient portal communication regarding medical concerns) are considered billable services and may result in charges to you depending on your insurance coverage.
- If your appointment falls on a federal holiday, or your child is seen in the office after hours, there will be an additional charge. This will be billed to your insurance along with all other office charges but is the patient's responsibility if your insurance denies this.

We participate with most major insurance companies as well as Missouri Medicaid. However, each company offers many different plans. Hometown Pediatrics may not participate in each one. We recommend that you contact your insurance company, prior to making your appointment, to verify that we are a participating provider for your specific plan. Please see the front desk if you have any other questions.