

# Gilbert Pediatrics Financial Policy

- **NEWBORNS:** Please be aware you have 31 days to add your baby to your insurance policy. Failure to do so will result in those charges being billed directly to you.
- **WELL CHILD EXAMS:** Preventative medicine is the part of medicine engaged with preventing disease, rather than treating it. **If other non-preventative issues are addressed at the time of a well exam, then applicable copays and deductibles may be applied by your insurance**
- **COPAYMENTS:** All copayments are due at the time of service, regardless of who brings the patient in. If there are court orders that delineate financial obligations for medical care between parents, Gilbert Children's Medical Group, INC. DBA Gilbert Pediatrics is **not** a party or bound to this court order. For other disputes regarding divorced/separated parents, please request a copy of our "Separated/Divorced Parents Policy."
- **MISSED APPOINTMENTS:** We require a 24 hour notice to cancel an appointment. When an appointment is missed, a **\$30 fee will be placed on your account**. Multiple no shows may result in dismissal from our practice.
- **AFTER HOURS CALLS:** Our office contracts with an outside company to provide after-hours advice by phone. If you choose to use this service, **an \$8 charge will be posted to your account for each call made**. For your convenience, a reminder of this policy is also included in our after-hours recording.
- **AFTER HOURS MEDICAL CARE:** For your convenience, we offer an after-hours clinic, Twilight Pediatrics, at the Baseline office from 6:00 pm to 10:00 pm Monday through Saturday, excluding holidays. Twilight Pediatrics is contracted with the same insurances as Gilbert Pediatrics. However, the visit is billed with an additional "after hours" code, and your insurance may process it differently than a normal daytime office visit. If you have any questions about coverage, please contact your insurance company.
- **INSURANCE:** Your insurance schedule of benefits is a contract between you and your insurance company. **For this reason, it is not our policy to call your insurance in order to provide you with a benefit quote**. If you have questions on the way a benefit was applied, we encourage you to call your insurance first and work out any benefit issues with them. Please contact us afterward to let us know if a claim is being reprocessed so we can note it on your child's account. To prevent a delay in processing your claims, please:
  - \*Provide us with information on **ALL** the insurance plans you may have.
  - \*Bring a copy of your most recent insurance card to **EVERY** visit.
- **HEALTH-SHARE PLANS:** These plans are NOT insurance companies. As such, we are not contracted with them. Therefore, **we require payment at the time of your visit**. We will still file a claim to them, and if we receive payment you will be reimbursed. If you would like to seek reimbursement from them directly, we will be happy to provide you the claim form to do so.
- **PAYMENT PLANS:** In the event that your account balance is an amount you are not able to pay in full, we are happy to set up an automated payment plan. Please call us. We are willing to work with any budget.
- **COLLECTION AGENCY:** In the unfortunate event that your account becomes delinquent, with no response to our billing calls and statements, your account may be transferred to an outside collection agency. The costs of collections and reasonable attorney fees will be your responsibility if incurred. **This will also result in the termination of current and future children from our practice.**