

DINO-PEDS

FINANCIAL AND CANCELLATION POLICY

Thank you for choosing Dino-Peds as your child's health care provider. The following is a statement of our financial policy and cancellation protocol, which we require you to read and sign prior to treatment. Please understand that payment of your bill is considered part of your care.

Due to frequent changes in health insurance coverage, we require that you provide proof of insurance coverage at each visit. **Copays are due at the time of service.** If you are unable to make your copay, your appointment may be rescheduled. In the case you cannot provide insurance information, do not have insurance, or have a deductible, payment for the visit will be due in full. Your health insurance policy is a contract between you and your insurance company. Even though you may have health insurance, you as the guarantor are responsible for payment of all services provided by Dino-Peds. Therefore, it is also your responsibility to immediately notify our office of any insurance change to ensure that the correct insurance carrier is billed. If there is any change in your insurance company please ensure that we are listed as your Primary Care Physician (PCP).

NEWBORNS

It is important that you add your newborn to your insurance policy within the first 30 days of life to prevent any lapse in coverage. It is your responsibility to provide our office with any new ID numbers.

INTEREST, LATE FEES, AND COLLECTION CHARGES

We reserved the right to charge interest in the amount of 1.5% monthly (18% annually), on all past due account balances. All outstanding balances are due within 30 days of the statement date. As a courtesy, we will send out your first statement free of charge, a statement fee of \$20.00 may be applied to each monthly statement thereafter for any balance that is left unpaid.

DELINQUENT ACCOUNTS

If a large bill is anticipated and financial arrangements need to be made, a payment plan may be arranged with our billing office. Failure to resolve any past due accounts will result in referral to a collection agency. Any account that is forwarded to a collection agency will be immediately dismissed from our practice. If you are on an HMO plan that requires you to be assigned to a PCP, a copy of the dismissal letter will be sent to the insurance company so that they will know to reassign you to another PCP.

TRANSFERRING OF MEDICAL RECORDS

If you are in need of transferring medical records, we will transfer a child record to the new office one time free of charge. For more than one copy or to release the record to the parent, there will be a \$30.00 administration fee for photocopied records or \$10.00 fee for disc for each child's records to be released.

MISSED APPOINTMENT/CANCELLATION POLICY

We strive to provide excellent care for you and your children. When an appointment is scheduled, that time has been set aside for you and when it is missed, that time cannot be used to treat another patient and is very disruptive to our office. We require that you give our office 24 hours notice in the event that you need to reschedule or cancel your appointment. If you miss or cancel an appointment without contacting our office within the required time, this is considered a missed appointment. A fee of \$25.00 will be charged to you for each missed appointment; this fee cannot be billed to your insurance company and will be your responsibility. No future appointments can be scheduled without the payment of this fee. If you have missed 2 scheduled appointments, you may be discharged from the practice and asked to seek medical care elsewhere.