



3401 PGA Blvd, Suite 300
Palm Beach Gardens
FL 33410
561.627.0100

1025 Military Trail
Suite 109, Jupiter
FL 33458
561.741.0000

5458 Town Center Rd.
Suite 101, Boca Raton
FL, 33486
561.393.8555

PAYMENT POLICY & OFFICE PROCEDURES

Thank you for choosing Pediatric Partners and welcome to our practice. We want you to understand our patient payment and office policies in advance so any misunderstandings may be avoided. It is our intent to explain to you and to inform you of procedures, options, and fees associated with your child's care. If you have any questions, please call and speak to one of our billing specialists at 561.745.4230.

Our Payment Policy

Payment for services provided is due at the time of your office visit. We will not deny care to any patient due to uncertainty of insurance coverage, but please understand you are responsible for any non-covered services.

- Always bring your current health insurance card to the office.
- Please notify us at time of check-in of any changes in insurance, address, phone number, etc.
- Well child check-ups, camp and sports PE's, immunizations, as well as other routine services may not be covered by some insurance plans. It is the responsibility of the patient to verify coverage.
- You should receive a bill for any patient responsibility within 30 days or an explanation of Benefits (EOB) from your insurance carrier. If you do not please contact the billing office.
- You are responsible for all balances not paid by your insurance carrier.
- If you have a co-payment or deductible, payment is expected at time services are rendered.
- Any co-pays or deductibles that are not paid on the day of the visit will be subject to a \$10 fee.
- We accept payment by cash, check, debit cards, Visa, MasterCard and American Express
- Evening, weekend and holiday appointments are billed at a higher rate.
- Patients with an outstanding balance over 60 days must make arrangements for payment prior to scheduling well child exams, consults and immunizations. If your child is ill, we will always care for her/him.

Insurance Billing

As a courtesy, Pediatric Partners will bill your insurance plan for you. However; if we do not receive payment within 60 days, it becomes your responsibility to pay your balance and recover that payment from your insurance. If you have not provided us with the correct and current insurance information at the time of service and payment by the insurance is refused because of untimely filing, then the payment becomes your responsibility.

- Self-Paying Patients- Payment in full is expected for all services rendered at the time of your office visit. Please inquire about *Sunshine Kids*, our program for uninsured children.
- Private or commercial insurance- If you provide a current insurance ID card with a plan we participate with, we will bill services to your primary insurance at no charge to you. Please call the business office for a current listing of insurance plans that we accept.
- Visitors- We are happy to care for children visiting from out of town but payment is expected in full at time of visit. We will provide you with appropriate forms for you to obtain reimbursement from your insurance carrier.
- HMO Plans- We will bill your insurance carrier if we are contracted as your child's in-network provider.
- Medicaid/Healthy Kids- We accept Medicaid, MediPass, Healthy Kids and some Medicaid HMOs. Please contact the billing office if you need assistance.

Sunshine Kids

Pediatric Partners believes that all children should have access to health care; therefore we have created an in-house plan for children in our practice without any medical insurance coverage. This does not include those patients who have a high deductible or insurance we do not accept. Please contact our receptionist or business office to see if your child qualifies. If payment is made at time of service, Pediatric Partners will reduce our fees by at least 25%.

Unpaid Accounts & Returned Checks

If your balance has not been paid after 90 days, your account will be referred to an outside collections agency. There will be a \$52 fee for each account that goes to the agency. A \$36.00 fee will be assessed for all returned checks.

Scheduling an Appointment

To schedule an appointment please call the office at 561.741.0000 for Palm Beach Gardens and Jupiter or 561.393.8555 for Boca Raton. Our call center is open Monday through Thursday between 8 a.m. and 7 p.m. and on Friday 8 a.m. and 5 p.m. Our office hours vary by location with early morning, evening and weekend appointments available.

Cancellations and No-Shows

Your appointment is your reservation for our complete attention and care. Please honor this commitment by making it your top priority. In the event you are unable to keep your appointment or are going to be late, please call the office as soon as possible. This courtesy allows us to provide considerate and timely services to all of our patients. If you cancel less than 24 hours in advance or are a no-show for your appointment, you will be charged \$25 after two such occurrences.

Urgent Care & Kids Express

If you have an urgent problem, please call the office for instructions. In a true life threatening emergency, call 911 or go to the nearest emergency room. Early morning walk-in times are available during Kids Express, which is held at our Jupiter (7:30-8:30 a.m.) and Boca Raton (8:00-8:30 a.m.) offices Monday through Friday. All other same day visits for your sick child require a scheduled appointment.

Behavioral Health Consulting Services

Pediatric Partners offers an in house creative art therapist & psychotherapist for our families. This service is a tremendous support for our families and provides a complement to our physicians' care. The therapists specialize in age appropriate developmental evaluations, parenting concerns, behavioral and psychological issues, adolescent support, ADHD and other school related concerns. Individual and group sessions are offered. Please refer to the "Psychotherapy Appointment and Consent to Treatment" form for additional information. At this time we are unable to accept insurance assignment for these services.

Non-Covered Services

We are happy to provide Flu, travel vaccines and other routine vaccinations for our parents and other family members. Pediatric Partners has available for sale numerous items and equipment including battery operated Nebulizers and acne products and treatments. We cannot bill your insurance company for these courtesy services nor accept payments from them. Payment and supplies are non-refundable.

Referrals

Please allow seven working days to coordinate referrals to other providers. If your child is enrolled in a managed care plan, you must receive authorization for a referral before making an appointment with a specialist. We are unable to provide any retroactive referrals.

Refills & Prescriptions

Please allow three working days for the coordination of refills and prescriptions with your pharmacy. Always contact your pharmacist first when refilling a prescription. The pharmacy will contact us for authorization, if necessary. If you require a "stat-same day" refill for a written prescription, there will be a \$10 fee.

Medical & School Forms

We will be glad to fill out any school, college, athletic or cap physical forms and/or immunization records at the time of your child's PE at no charge. Please make sure you bring the appropriate forms with you at the time of your visit; if other than a routine school PE or immunization form. Requests for completion of any of the aforementioned forms or any other form requiring medical assessment (e.g., FMLA) not done at the time of exam will require three working days and a \$10 fee. Same day form completions will be charged an additional \$10 fee. Patients with outstanding balances greater than 30 days will not be able to receive their forms until balances are current.

Medical Records

A completed and signed record Release must be done before any records are released. Please allow five working days for records to be copied if being picked up and additional time if being mailed. If records are not being directly released to another physician's office, there will be a fee of \$1.00 per page up to 25 pages and \$.25 per page thereafter applied and must be paid prior to release of any records.

Your Privacy

Your medical records are strictly private. No information will be given to others without your written permission, except as required by law. Please see HIPAA notice for further details.

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