

Thank you for choosing us as your health care providers. The following statement is our financial and practice policies. Your agreement to these policies is required prior to any treatment. The parent or legal guardian is responsible for payment at the time of the visit.

Payment

Payments are due at time of service, this includes, self-pay, co-pays, deductibles, non-covered and out-of-network services. Our staff attempts to estimate any deductible or coinsurance balance due at the time of visit, but you will receive a final bill after your insurance as processed the claim if there is a remaining balance due after the estimate at date of service.

We accept VISA, MASTERCARD, cash or checks. Positive ID is required for all credit card or check payments.

There is a **\$50.00** fee for all returned checks. We do accept payment online thru our website.

Patients that pay in full at the time of service will receive a 25% discount. You may then file a claim directly with your insurance company.

Insurance

It is your responsibility to ascertain that your medical provider is a participating provider with your insurance company.

We try to verify your insurance coverage and benefits at each appointment, but ultimately it is your responsibility.

If we are not in network with your insurance company, you are responsible for the balance due after we have filed the claim and non-network benefits are applied to balance due by the patient, it is parent/patient responsibility to make sure our practice/providers is a networked provider with your insurance plan.

A current insurance card and positive identification is required at each visit. Failure to provide the required information will result in forfeiture of the scheduled appointment unless cash or credit card payment can be made for the total charges of the visit.

You are responsible for verifying benefits and coverage prior to any visits so that you are not billed for unanticipated charges.

Some insurance companies do not cover some routine and non-routine services. Non-covered services will be billed directly to the patient. (Common exclusions: Well Visits; Immunizations, Hearing Screens; Vision Screens; and After Hour Phone Calls.)

Please be aware that your health insurance plan may not consider discussion of additional acute or chronic conditions or significant problems as part of your child's well-check exam, which will focus primarily on preventive treatment. Discussing additional issues and/or symptoms of another medical condition in a preventive well-check exam can create another office visit fee and would result in additional charges and a co-pay or deductible/coinsurance amount depending on your health insurance plan. Any charges not considered as part of the routine well child exam must be billed out as a separate code and you may be billed for those additional services. Questions about your benefits should be directed to your insurance plan or your employer's Human Resources department.

All outstanding balances that have not been paid within 60 days will be billed to the patient and must be paid by 90 days of date of service regardless of the insurance status. **Unpaid patient balances older than 90 days will be turned over to our collection agency. A collections charge will be accessed for these documents.**

Vaccine Policy

Please refer to detailed guidelines on the North Austin Pediatrics vaccine policy, we are a practice that follows the AAP (American Academy of Pediatrics) vaccination guidelines, our providers normally do not alter vaccines from the AAP schedule. We do not accept patients into the practice that do not want to vaccinate at all or want to alter the schedule, patient will be terminated from the practice.

Termination from the Practice

We will terminate the practice/patient relationship with cause and after careful consideration. Reasons for termination might include: not complying with vaccine policy, being abusive to staff, not showing up for scheduled appointments, not complying with recommended medical care plan, unpaid balances due that are not paid timely, or a default of payment plan agreement.

Use of mid-level practitioners

North Austin Pediatrics, P.A. employs mid-level practitioners such as Physician Assistants, Nurse Practitioners, etc.

They are supervised by a provider with prescriptive authority and care collaboration is provided per Texas laws.

Late Arrival of Appointments

Arrival of an appointment time later than 15 minutes will be rescheduled unless the Provider's schedule allows for the tardiness and the patient can be worked back into the schedule. Please notify the practice if you are running late to determine if the appointment can be kept as scheduled or if rescheduling must occur.

Missed Appointments

We attempt to make reminder calls for well visits, but it is ultimately your responsibility to remember appointments.

Cancellations **require 24-hour prior notice**. Cancellations with less than 24-hour notice and missed appointments will be assessed at **\$50.00**. Please schedule well checks at least one month ahead.

If you book a sick visit or "same day" appointment and you are unable to keep that appointment, please call to cancel within a minimum of a **2 hour-notice** in order for another child to be scheduled. If you do not call and you do not show up for your appointment, we will consider this a "no show" and a **\$50.00** missed fee will be assessed.

If continuation of missed or "no show" appointments happen 4 times or more, then the practice may terminate the doctor-patient relationship.

After Hours phone calls/Saturday Appointments (Monday- Friday AFTER 4:30pm, weekends, and holidays)

There is a \$35 charge for after hour doctor call consultations and a \$25 charge for nurse calls provided by Triage 4 Pediatrics. We will bill you for this charge for which you may then file a claim with your insurance company if this is a covered service under your policy.

If you are seen in the office on a Saturday/Sunday your copay, coinsurance, and/or deductible is collected and there is an additional charge of \$40.00 for an after-hours fee that may or may not be covered by your insurance. We will file the after hours charge to your insurance and if your insurance does not cover the charge, you will be billed for the amount due for the after-hours fee.

Child Custody/Divorce

In cases of separated or divorced parents, custody or legal issues, the guardian insuring the child at the time of service will be deemed the responsible person. NAPPA statements will be billed out to the adult insured listed on the patient’s account. Our office will not get involved in disputes related to parent responsibility of account. We understand the family dynamics can be delicate, please do not expect our staff to mediate financial obligations or any communications between our office and a patient’s guardian. If there are legal documents reflecting in judgement changes, we must have copies of those on file in the patient’s chart. The billing procedures as stated above apply to the patient’s account and splitting of balances due and payments made must be handled and communicated thru the patient’s parents, not our staff.

Medical Records & Form Fees

We will provide copies of your medical records within 7-10 business days of receipt of signed records release and the nominal charge for your records if you need paper copies. If you are transferring to another medical practice/provider, we will provide copies of those records via electronic media with no charge. There are also nominal fees for forms such as insurance forms, school forms, FMLA, disability forms, etc. These forms will be completed within 5 business days. Fees must be paid prior to completion of any form. Fees are set forth by the State of Texas and the Texas Medical Board.

Form Fees for form requests not during a patient visit. Our offices will charge for review and completion of forms that your child may need filled out and signed by a provider. Forms require 24-48 business hour notice. Patient immunization records are free of charge and always available for download on the patient portal.

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| Daycare Health Statement | \$10.00 |
| Camp Form, School Form, Sports Physical | \$10.00 |
| Miscellaneous letter or handout request | \$10.00 |
| Action Plan | \$20.00 |
| Medical Affidavit | \$25.00 |
| FMLA forms | \$50.00 |

Prescription Fees

There is a \$15.00 admin fee to process a controlled substance drug refill request outside of an office visit.

There is a \$15.00 admin fee to process a controlled substance drug refill request when it is not filled timely within the deadline.

There is a \$15.00 admin fee for any requested after hours (after 5pm weekdays, Saturday, & Sunday) for a provider to submit any prescription (RX) request for after hours.

Ambient Listening Software Disclosure

Some providers may use ambient listening software to assist in completing visits for medical records. Ambient listening devices are AI-powered tools that passively capture and interpret conversations often used in healthcare to automate clinical documentation and improve workflows. The listening software will involve your provider recording the audio from your visit today using a cell phone or the provider’s laptop tools so that the technology can assist them with documenting. It is HIPAA complaint and **if parents prefer to opt out of your provider not using the software during the visit, parents must let your provider and/or care team know.**