

Hagan, Rinehart & Connolly Pediatricians
FINANCIAL POLICY

INSURANCE:

For your convenience we accept most insurance plans; therefore it is essential that you supply current active insurance information at **each visit**.

If you have more than one insurance plan please give us your insurance information for every one of your policies, so that you will get the maximum insurance payment.

We will submit claims to all insurance plans who we have a contract with.

PAYMENTS DUE FROM YOU:

- *If we do not have active insurance information before your visit, **you will be responsible for payment of that visit at the time of service.** (If you notify us of insurance at a later date, we will submit any old claims and reimburse you if we are paid by your contracted insurance company.)*
- If you have an insurance plan that we do not have a contract with, payment is expected at the time of service. We will give you the necessary paperwork to submit to your insurance.
- If you have no insurance, ask us about our “payment in full at the time of service” discount.
- Co-payments are always to be paid at time of service.
- You will be responsible for payment of any balances owed by you after contracted insurance claims are processed.
- In an effort to reduce our billing costs, we may ask for payment of a balance owed at your next visit. We will be happy to give you a detailed bill at that time.

INSURANCE PLANS WE ACCEPT:

AETNA	Cigna	MVP
Blue Cross Blue Shield	First Health Networks	North American Preferred
CBA	Fletcher Allen Preferred	Vermont Managed Care
Green Mtn Health Care	United Healthcare	Vermont Medicaid
Tricare		

TIMELY PAYMENT:

If you have financial difficulty preventing you from paying your bill in full, you are responsible for contacting our billing office. *We are always willing to work with families to arrange a suitable payment plan.*

If you have a balance owed greater than 90 days and no attempt has been made at repayment, or no contact made with our billing office, we will begin the collection process. This could result in dismissal from our practice. If that occurs, you will be notified with a certified letter acknowledging “emergency service only” for 30 days.

TYPE OF PAYMENT:

We accept, cash, check, Mastercard, Visa and American Express

RESPONSIBLE PARTY:

In the case of a two household family, payment will be expected from the parent bringing the child into the office, regardless of legal documentation.

FEES:

- There is a \$5.00 charge for bills generated more than once.
- There is a \$25.00 charge for returned checks.

It is our desire to try to keep our costs down and bill reasonable charges for our services. By agreeing to these financial policies you assist us in this effort. Thank you.

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OFFICE POLICIES

Transfers Into The Practice

If you would like to transfer into our practice, please call our office at 860-1928, and select option 8.

You will need to request the records from your child/children's current physician. This should be done in writing, and either doctor's office can supply this form.

Some insurance plans require notification of a change in primary care physician. Contact your insurance plan to be sure your child/children's health insurance will pay for services provided in our office.

Once we have received your child/children's health records we will contact you to schedule any needed appointment(s).

When you come in for your child/children's appointment(s) please *be prepared to fill out some paperwork* and have your *insurance card available*.

Scheduling

Well Child/Routine visits are essential to healthy, preventative pediatric care. It is best to schedule 3-6 months in advance to allow for preferences of provider/day/time. To schedule appointments: call 860-1928, and select option 8.

Prescription Refills

Please give our Nurses a 24 hour notice for all prescription refills. We do not accept any refill request during non-business hours. To request a refill: call 860-1928, and select option 4.

Referral Requests

Some insurance companies require a referral before your child has a visit with a specialist. If your child needs a visit with a specialist, please check with your insurance company prior to your visit so that we may complete any necessary paperwork. To request a referral: call 860-1928, and select option 5.

After Hours Procedures

Our normal business hours: Monday-Friday 8:30am-5:00pm, however if you feel you have an urgent matter that should not wait, please call the office at 860-1928 *and follow the instructions on our message.*

Late for Appointment

If your child is more than 15 minutes late for a scheduled appointment, you *may* be asked to reschedule for another date and time.

Missed Appointments:

If you need to cancel your appointment please give us as much notice as is possible.

If you miss 3 appointments without prior notification to our office, you may be dismissed from our practice. Cancelled appointments *will not be* reflected as “missed”.