

GLENBROOK PEDIATRICS FINANCIAL POLICY

Thank you for choosing Glenbrook Pediatrics, S.C. (GBP) for your child's health care. We are committed to having a successful physician/patient relationship and providing quality care for your children. In order to reduce potential misunderstandings, our office has adopted the following financial policy and we ask that you please review and sign this agreement.

Parent/Patient Responsibilities:

- **Bring your current health insurance card to each visit.** Please notify us of changes in your insurance or personal information (address, phone #, etc.). Balances due to incorrect or outdated information, terminated coverage, or failure to respond to an insurance inquiry are your responsibility.
- **You must verify with your insurance company that the physicians of Glenbrook Pediatrics are participants in your plan prior to receiving services.** We will not deny care to any patient due to uncertainty of coverage, but understand that you are responsible for any and all charges incurred if we are not participants on your plan.
- **Understand your benefits and know your out-of-pocket expenses,** as you are financially responsible for any and all balances designated as: co-payments, co-insurance or deductible as well as those due to maximum benefit limitations or policy exclusions such as non-covered services and out of network charges. **These balances are not discountable.**
- **Co-pays must be paid at the time of service.** Payment for any cleared balances is due at this time as well.
- **If you do not have insurance coverage:** Please come prepared to pay for your visit in full at the time of service. When you pay in full that day we offer a 15% discount on services.
- **Secondary Insurance:** GBP files to primary insurance only.
- **Auto Accident:** We do not bill auto insurance for medical care related to an auto accident. Payment is due at the time of service and we will provide you with the paperwork you will need to submit the claim.

General Billing & Additional Fees:

GBP will charge for all physician services provided, lab work done & supplies used for your child's care including:

- Charging for patients who are not scheduled (i.e. siblings of a scheduled patient) that the physician is asked to see.
- If your child is scheduled for a preventative visit and another condition is treated at the same time, GBP will bill for each service performed.

Appointments:

- **Evenings (5:45pm to 8:00pm), weekend & after hour's appointments:** There are additional charges for appointments made for these times which most, but not all, insurances cover. You are responsible for these costs.
- **Urgent/Emergent Appointments:** There is an additional charge for these services which most, but not all, insurances cover. You are responsible for these costs.
- **Missed Appointments:** After the first missed appointment a courtesy letter will be sent. If a 2nd appointment is missed, a \$25.00 fee charged to the account. If a 3rd appointment a \$50.00 fee is applied. Repeated missed appointments may result in dismissal from the practice.

Administrative fees:

- **Physician Letters/Coordination of Care:** GBP reserves the right to charge for extensive phone calls, reporting, consultations and coordination of care with other providers done on your child's behalf. Letter writing requiring a physician to review records and to discuss with specialists and /or parents is \$43.00 and will be billed to your insurance. If your insurance does not cover these services, you will be responsible for the charge.
- **Forms:** Fees are charged and due prior to completion for all state and/or school mandated pre-school, elementary, high school or college forms, Family Medical leave and any academic, sports, camp or travel forms requiring documentation. These fees are not billable to insurance and are due at time of request. Charges are per family :
First form - \$15.00 Second form - \$10.00 each additional form- \$5.00 Max charge - \$60.00
- **Returned Checks:** A \$35.00 fee is assessed for all returned checks.
- **Books, splints, equipment rentals etc.** These fees/charges are not billable to insurance and are due at time of request.

Payment Policies

- Statements for accounts owing balances are sent on a monthly basis and payment is due upon receipt. The account is considered past due 30 days after that date.
- We understand that difficulties arise and we are willing to work with our families. If we agree to a payment plan, we will expect you to abide by the agreement and stay in contact with our billing department.
- If your account is not paid within 90 days and you have not made payment arrangements, we will refer your account to a professional credit agency and the debt reported to the various credit bureaus. A \$5.00 finance fee will be assessed each month on accounts with balances older than ninety (90) days with no payment or contact with our billing department.
- If we must send the balance to an agency, you will be responsible for all costs incurred in attempting to collect the debt. Costs can include, but are not limited to, collection costs, skip tracing fees, fees incurred in obtaining legal documents and fees charged to send notices via registered mail. The minimum charge assessed on an account in collections is \$25.00.
- **All accounts in collections will have their visits limited to sick only.** As these are optional visits, no physicals or well child care services will be performed. If your account is not paid within 3 months you may be terminated from the practice.

Accounts with continual past due balances of 75 days or more, accounts that have been or are currently in collections, or who have filed for bankruptcy, will be required to keep a current credit card on file. As a courtesy, we will bill your insurance, and after your insurance responds, we will send a statement, if no payment is received within 30 days of that statement; we will automatically bill the credit card on file for the balance.

Divorce/Separation/Custody Agreement: GBP ultimately holds both parents responsible for payment. In the event the account is referred to a collection agency, both parent’s names and information will be submitted. A divorce decree is a document that involves you, your ex-spouse and the courts. Although a divorce decree may state that an ex-spouse is responsible for medical bills, GBP has no authority to enforce compliance or to act as a mediator between the parties.

Please understand that these policies and fees are subject to change and all changes will be posted in our front desk reception area becoming effective at the time of posting. By signing below you are consenting to accept and abide by any posted changes as well.

I have read, understand and agree to all statements listed above and on the previous page. By signing this agreement, I agree to all terms and conditions contained herein and understand that the agreement will be in full force and effect as of the date signed. I also authorize all insurance benefits to be paid directly to Glenbrook Pediatrics, S.C. for services rendered and authorize Glenbrook Pediatrics, S.C. to release information to my insurance company when requested.

Signature

Name (Please Print)

Date

Office Use Only

Account # _____

Children’s Names: _____

Notes: _____

