

Welcome to Preferred Pediatrics of Lafayette. Please take a few minutes to look over our policies and procedures. Your clear understanding of our policies and procedures is important to our professional relationship.

All patients must complete (In Full) our Patient Registration Form and provide us with accurate insurance information including an insurance card. *Insurance is a contract between you and your carrier.* You are ultimately responsible for fees for services such as co-pays and non-covered services.

FAILED / CANCELLED APPOINTMENTS

Missed appointments result in our office being unable to schedule other patients who could be seen in the time set aside for you. Please cancel sick and pre-scheduled appointments within the time frame listed below, or a charge may be assessed.

CANCELLING SICK APPTS: Please cancel at least 2 hours before your appointment.

CANCELLING CHECK-UP APPTS: Please cancel 24 hours prior to your pre-scheduled appointment. If it is after business hours, call our answering service at 765-807-8180 and cancel. Please provide patients name, date of birth, and appointment date and time.

RUNNING LATE: If you are running late to your appointment please give us a call as soon as possible so that we do not cancel your appointment.

CHARGES FOR FAILED / CANCELLED APPOINTMENTS WITHOUT SUFFICIENT NOTICE – COMMERCIAL INSURANCE

\$0.....*First missed appointment or cancellation with insufficient notice.

\$15.....*Second missed appointment or cancellation with insufficient notice.

\$30.....*Third missed appointment or cancellation with insufficient notice.

*Missed appointments or cancellations without sufficient notice are counted per family, not per child. Missed appointments may result in discharge from the practice.

CANCELLED APPOINTMENTS WITHOUT SUFFICIENT NOTICE – INDIANA MEDICAID

Missed appointment(s) or cancellation(s) with insufficient notice may result in loss of coverage with Indiana Medicaid.

*Missed appointments or cancellations without sufficient notice are counted per family, not per child. Missed appointments may result in discharge from the practice.

TELEPHONE TRIAGE CALLS / AFTER-HOURS COVERAGE

Because routine questions are best answered by your primary doctor, please call us during regular business hours Monday - Friday 8am-5pm at 765-807-8180 and **press option number 1**.

TRiage CALLS: If a message is left during business hours Monday – Friday 8am-5am, we will return your call within a 2 hour time frame.

AFTER-HOUR COVERAGE: Providers may be reached after hours through our answering service at 765-807-8180. If you have **Medicaid Insurance** you need to call the Medicaid Hotline at 1-866-800-8780 for after-hour coverage.

PRESCRIPTIONS

We now submit routine refills electronically, so any request left Monday-Friday **BEFORE 4pm** will be filled same day. Requests left **AFTER 4pm** will be filled the next business day. You can also request your refills from the pharmacy. Please note – controlled substances can't be refilled electronically so we will contact you once the script is completed.

PAYMENT FOR SERVICES

All co-pays are due at the time of service. Payments for non-covered services and deductibles can be set up on a monthly payment arrangement. Please call our billing department at 765-449-2732 to set up your payment to avoid your account being turned over to an outside collection agency. We accept ALL credit cards, checks, and cash.

MEDICAID PATIENTS

We are **NOT PCP providers of Managed Health Services (MHS)**; Our office can see your child, but we can't refer your child out to a specialist. Parents/Guardians are responsible to get the patient switched to Anthem Medicaid.

CODING AND DOCUMENTATION GUIDELINES

Preferred Pediatrics of Lafayette providers follow the AMA CODING AND DOCUMENTATION GUIDELINES. If your child comes in for a well-child visit, but in the course of the routine visit "an abnormality/ies is encountered or a preexisting problem is addressed" the appropriate office/outpatient problem-oriented evaluation and management, E/M service will be coded in addition to the preventive code; which may result in additional charges.

SCHOOL / DAYCARE / SPORTS – FORMS

If there are forms that need to be filled out, we ask that you please give us 24 hours to complete. If you need us to fax the forms, please provide fax number for the school or daycare.

NEWBORN HOSPITAL CHARGES

Newborn charges are parent's/guardian's responsibility until the baby has been added to the insurance plan. We will file hospital charges to your insurance company after you have provided proof of insurance coverage. It is the parent's responsibility to contact our office once the baby is added to the policy so we may submit the charges to the correct insurance. If the parent fails to contact the office within insurance filing limits, the charges will remain the parent's/guardian's responsibility.

NEWBORN COVERAGE IS NOT AUTOMATIC!

Most insurance plans only allow 30 days after the baby's birth to add the newborn to the policy. Please call your benefits department or your insurance company to add your baby to the policy.

MINORS NOT ACCOMPANIED BY AN ADULT

A minor child can only be seen without a parent or guardian if a consent form is on file. **NO EXCEPTIONS.**

INCLEMENT WEATHER

For office closures or delays you may receive an automated phone call or text message from Televox. You can also view the Unity website at unityhc.com to see closures. This will also be listed on WLF1's website. You can either contact our office the following day or our office will contact you the next business day requesting you to reschedule.

PRINT PATIENT(S) Name _____

I HAVE READ, UNDERSTAND AND AGREE TO COMPLY WITH THESE POLICIES.

Signature Printed Name Date