

EAST BAY PEDIATRICS FINANCIAL POLICY 2021

East Bay Pediatrics contracts with PedsOne for medical billing. Billing questions can be directed to PedsOne by calling 866-371-6118.

The parent or guardian signing this document is fully responsible for payment for services for each patient. The accompanying parent or guardian present at the time of visit is responsible for providing current insurance information for the patient being seen.

We accept check or credit card (Visa and Mastercard). You may pay your bill online by clicking the link on our website www.eastbaypediatrics.com

Insurance, Co-Pays and Deductibles

We bill participating insurance companies as a courtesy to you. You are expected to pay your co-payment at the time of service. Late co-pays may incur a fee.***

A credit card on file is required for all families. East Bay Pediatrics will securely save your credit, debit or FSA/HSA card on file to cover any balance due after insurance benefits are applied. All medical claims are first submitted to your insurance. East Bay Pediatrics will send a statement to you with the balance due after insurance processing. You will have 30 days to respond to insurance if needed or to pay by check or online if you desire. After 30 days, any remaining balance will be charged to the card on file.

If you decline to leave your credit card information with East Bay Pediatrics, you will be required to pay either your HMO copay or a \$100 fee at the time of any visit other than a routine annual well visit. After insurance reviews the medical claim, you may receive a refund or you may be billed for the balance.

Insurance plans under the Affordable Care Act, do not process well checks with a co-pay; however, some well visits will incur a co-pay or deductible if a “significant abnormality is found during a visit.” Examples of significant abnormality may include but are not limited to acute illness requiring a prescription, chronic issues with a flare during the visit, referral to a specialist, above and beyond the normal amount of counseling. In most cases, our physicians will not discuss whether additional payment may be incurred because they are focused on giving the best care possible, not the compensation for that care.

If you have questions or need assistance, please contact PedsOne at (866) 371-6118.

*** On hold during the COVID-19 pandemic.

Fees

Fees are discussed in various parts of this policy. A basic list of fees is reviewed here:

- Form completion \$10 – for 10-14 day max turnaround (medication forms exempt)
- Urgent forms \$25 – for 24-48 hour turnaround
- Full record request fee \$30 – summary is free
- Missed appointment fee \$50 - Missed appointments may incur a fee. Multiple missed appointments may be grounds for dismissal from the practice.
- Missed Co-pay fee \$15 ***On hold during COVID-19 pandemic

Overdue payments and Collections

As stated above, any balances must be paid within 10 days of receipt of statement. Any balance remaining unpaid sixty (60) days after the date of service are considered past due. If there is a past due balance on a patient's account, that patient will not be allowed to schedule an appointment without talking to the billing company first. We will make every effort to contact the person responsible for the delinquent balance and arrange an equitable payment schedule. However, non-payment of charges could result in the account being turned over to a collections agency and the family will be discharged from the practice.

Divorce/Separation

A divorce decree is a legal agreement binding only upon two parties who made the agreement. Therefore, East Bay Pediatrics is not a party to that contract. Both parents remain responsible for the child's bills and that responsibility will be determined by the person signing this financial policy. Please notify our practice of divorce or separation and update any contact or mailing information. If your divorce or separation agreement includes restricted access to patient records, specific financial responsibility or other specification, please send that information in writing.