



Please note the following updates to our office procedures. There are charges that your insurance allows, but unfortunately, they will not always pay for these services. We will do our best to ensure accurate documentation and coding to your insurance company. Also, please know that we follow the AAP guidelines for the highest standard of care. We will do everything to continue to provide the excellent and personalized care that we always have.

For each new patient to the practice, we collect and thoroughly review past medical records. Some insurance companies pay for all or part of this process; some do not. We will bill you no more than \$25 for the remainder of the charges not covered by your insurance company.

You will be offered forms such as school sports physical forms, daycare forms, camp forms, etc. at your physical/well child visit and we will provide email copies upon request. If you need an additional printed/paper copy, there will be a \$10 fee for each paper or fax copied request.

We encourage you to call or email us after hours/weekends if you have an urgent medical question or need immediate advice. Often, we save you a trip to the ER/Urgent Care. Some insurance companies will pay us for telephone patient care, some will not. We will bill you a maximum of \$18 for the remainder of the charge that is not covered by your insurance.

If you miss an appointment or call on the same day to cancel, you will be charged \$25 for the first no show and \$50 for any no show after the first one. Please call no later than 24 hours before an appointment to avoid this charge.

For patients with more complex medical conditions and diagnoses requiring referrals to specialist(s), we will bill your insurance company for time spent coordinating specialists' services. Your insurance company may or may not pay a portion of these fees; you will be responsible for the remaining balance.

We will file your insurance claim to obtain payment for our services. Unfortunately, there are times where your insurance company will delay payment. If your insurance company hasn't made payment to us within 60 days of our claim, you will be responsible for the bill. We will reimburse you if they make a payment to us.

The entire Coastal Pediatric Group team truly appreciates you bringing your child to our practice and trusting your child's healthcare to us.

I have read and understand the above:

Patient(s) name(s) _____

Parent/Responsible and party signature: _____

Date of signature: _____