



Kids Clinic Office Policy and Fee Schedule

Dear Kids Clinic Patients and Parents,

We are glad you have chosen us as your pediatricians. This letter will explain our office policies and fees. For fee schedule see page 3.

1. Scheduling

When scheduling a visit please let the scheduler know what you are being seen for, whether a sick visit, a specialty visit or a well-child check so that she can properly schedule the appropriate time limit allotted for each type of visit. This allows our office to run smoothly with less waiting times. Due to insurance requirements, we must limit each appointment to one child.

The Kids Clinic will do our best to remind you about upcoming appointments with reminder cards given out when you make your next appointment in the office, and also with a courtesy reminder call the day before the appointment. Please keep us updated with current telephone numbers for these courtesy calls. Courtesy calls are just that, a courtesy, regardless of whether you receive a courtesy call or not, the responsible party will be responsible for payment for missed appointments.

2. Punctuality

We do our best to be on time for your appointment. If you show up late for your appointment, we cannot guarantee that we can see you that day. Please feel free to call us if you are running late and we will let you know if you can still be seen that day or if we will need to reschedule you. If you fail to show up on time you may be assessed a no-show fee.

3. No Show / Cancellation Policy

The Kids Clinic wants to give you the best care that we can. Careful scheduling is one of the ways we do this is, by allowing you enough time with your provider for your concerns. In return, we require a least 1 full business day notice if you need to cancel your appointment(s) so that we can schedule another patient in that time slot. Failure to provide 1 business day cancellation notice will result in the no show fees, these fees are not covered by insurance and must be paid by the responsible party on file and you will need to pay for your missed appointment fee before another appointment can be scheduled.

4. Phone Consultation Policy

If you have a short, simple, routine question about your child we encourage you to call during regular business hours. You will be assisted by our pediatric medical assistant between the hours of 8am to 5 pm Monday through Friday for these questions. If you need your provider to make recommendations concerning more complicated issues or medical changes, it will need to make an appointment in the office. In some cases you may choose to schedule a telephone consultation with your provider in lieu of an office visit. This is a non-covered service and not billable to insurance companies. Parents must sign a waiver that explains that they are choosing to receive a non-covered service and that there is a fee which will be billed to you privately. Once we have the signed waiver our office staff will happily schedule your phone appointment.

5. After Hours Call Policy

There will be times when questions about your child come up when the office is closed. In order to help you with questions, we have contracted with the Children's Hospital nurse triage service. This service is backed up by one of the providers on call from the Kids Clinic. This service was designed to respond to emergencies or urgent problems that cannot wait until the office is open. **There is a fee for this service** and be advised that insurance companies do not cover the cost of after-hour calls. To access the Children's triage nurse, please call **(206) 219-3128**. Some of the insurance companies have an after-hour nurse line that you can access with minimal or no charge. Please check your insurance card or check with your insurance company to see if you have this service. **Molina Helathcare Insurance: please call 1-888-275-8750, this is a free service provided by Molina for their insured.**

6. Insurance Claims

You must present your insurance card at every visit and the office staff will verify the insurance card you provide with the one on file. If your insurance card is not part of your file at time of service and you fail to present an insurance card, you will be billed directly for the visit and you will be provided with a bill that you can submit to your insurance. If you provide the office with an insurance card within 30 days of your visit, we will bill your insurance company, otherwise the responsible person in the chart will be responsible for payment in full including interest and billing fees. If you have not provided a valid insurance card and your account has an outstanding balance, the Kids Clinic may not schedule any appointments until the balance is paid in full.

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If you are a new patient or if you have new insurance you also need to fill out our insurance form completely and sign and date to authorize us to bill your insurance and have payment sent to us. If the form is not completely filled out, including subscriber birthdate and social security number, we will be unable to bill your insurance and you will be responsible for payment. We will supply you with a bill to send to your insurance company for private reimbursement.

7. Co-Pay Policy

Please be advised that co-pays are due at time of service. Co-pays not paid at the time of service may incur a billing fee which will be added to your next statement.

8. Billing

We are happy to initially bill your insurance companies for you. If your insurance company fails to respond to claims within 90 days, we will be sending the balance due to you and you will need to contact your insurance for payment. At this point the balance is your responsibility and is due and payable on receipt of your statement. A financial charge of 1.5% may be billed on any accounts not paid within 30 days.

Re-Billing

If you need a claim re-billed, just let the business office know and we can send in a new claim. There may be re-billing fee per claim which will be added to your next bill. Contact us as soon as possible for any resubmissions so that we can meet the insurance company timely billing requirement. If a claim is denied because we have not met the timely filing because the Kids Clinic did not have the insurance information, the responsible person in the chart will be responsible for all changes, fees, and interest.

9. Referrals

If your insurance company requires a referral from us to see a consultant, we require at least 3 business days to process this request after you and your child are seen in the office. Please note that even after we start the referral process it may take your insurance company additional time to complete this request. As soon as your approval is received by us, we will inform the specialist. Please check with your specialist's office before you go for your appointment. If you choose to see a specialist without an approval, your insurance company may deny payment for the visit and you will be held privately responsible for the bill. If you choose to see a consultant without our prior knowledge, we will be unable to make a retroactive referral.

10. Off schedule immunization visits/Well Child visits with problems identified

Immunization only visits will now be billed to your insurance company per our insurance contracts and co-pays will be required at time of service. If during a well child exam an issue is raised (like abdominal pain) and addressed by the provider this will be billed as both well child and office visit consistent with insurance billing requirements.

11. Records request

We will send a copy of immunizations, last well child visit and problem list for free to a referring physician or parent/guardian. There will be a fee for chart copying (this includes sending records if patient is transferring). The chart copying fee must be paid before we will begin copying the records.

12. Prescriptions & Prescription Refills

We require 1 business day notice for all prescription refills. We will not make recommendations or dosage changes over the phone except for over the counter (OTC) medications. You must schedule an office visit for any medication changes.

13. Controlled Substance Refills

If your child is on a controlled substance your pharmacy will require a signed hard copy of the prescription, as required by law, in order to get a refill. Faxed prescriptions are not accepted for any controlled substances. Also, as required by law, an office visit must be scheduled for refills of controlled substances. We promise to make a provider appointment available to see your child for a controlled substance refill within 2 business days. Controlled substance prescriptions will be for 3 month periods, so schedule an appointment well in advance of your prescription running out.

15. Litigation

The Kids Clinic does not prepare evaluations or letters for determining custody, visitation or other legal proceedings unless ordered by a court. The clinic will not communicate with any parent's lawyer about legal issues. Please make your legal counsel aware of our policy so they do not attempt to contact the office or any provider. If necessary, your child's chart can be copied and mailed if there is a request by you and the standard fees for copying and sending a chart will apply.

Thank you for helping us to run an efficient office so that we can offer you and your family great medical care.

Carol Ann Doroshow, M.D.

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