

MOUNTAIN PEDIATRICS

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Office and Financial Policies

Mountain Pediatrics is proud to provide you with fantastic comprehensive care for your children and we welcome you to our practice. In order to establish good communication and appropriate expectations for our families, we would like you to know in advance about certain policies.

Walk-in visits: Please understand that walk-in visits are for emergencies. We cannot do well visits, camp/sports physicals, or medication refills on a walk-in basis. You may be asked to schedule an appointment for a different time if we cannot see you when you arrive.

If you need urgent care, please realize that you may have to wait until we can find an opening in the schedule so that we can see you without disrupting patients that have already scheduled appointments. We will make every effort when you arrive to estimate how long your wait might be.

We ask that all of our families understand that emergencies happen. We want to see everyone on time and as quickly as possible; however, even the best planning cannot account for every possibility. We respect and value your time, and we are working as quickly as possible to help you.

Forms: We will be happy to fill out one set of school forms, camp physicals forms, etc. if you are up to date with us for your well care. Please realize that this requires at least 3 business days.

Medication refills: Require 3 business days notice and you must be up to date on your medical care. Please call us ahead of time so that we can be sure you don't run out of your medication.

Medical Records: We can electronically send copies of your child's records to you or another provider after we receive a written release of information, and we will do this at no cost to you; however, you acknowledge and accept that this may not insure complete privacy of your medical information. We can print out paper copies of your records for you at a cost of .40 cents per page.

Please make every effort to call as soon as possible if you cannot make your scheduled appointment. We never double book appointments. We are specifically holding that time for you and we ask that you respect that commitment. Unfortunately, if you are more than 15 minutes late, we may have to re-schedule your appointment so that we can continue to see other patients on time.

Insurance: Please recognize that health insurance is a contract between you and your insurance company. It is important for you to be informed and understand your insurance policy; for example, knowing what coverage you have for vaccines and doctor visits, and what authorization requirements you have for specialty care. You and your insurance company determine what is covered and what is denied, and what your deductible is. We have no control over the terms of your contract, and cannot change the fees your insurance reimburses. You are responsible for all services provided. We bill your insurance company as a courtesy; however, ultimately you are responsible for payment of the full balance and any insurance appeals must be done by you.

We are a small local office, and we want to keep costs down for all of our patients. One of the easiest ways to do this is by focusing more on patient care, which we love, and less on the bookkeeping and accounting for the office, which we don't like but still have to do.

Please respect this and understand that it is important for our office that you pay your copay while you are here for your visit. In addition, if you have an insurance plan with a high deductible, we need you to pay \$75.00 on the day of your visit so that we can start the reimbursement process. If you cannot do this please let us know immediately so that we can make different financial arrangements.

Please realize that because we are a small private office we cannot carry balances longer than 60 days, regardless of pending insurance payments. A \$10.00 monthly re-billing charge will be added to all accounts beyond 60 days, and a monthly finance charge of 1.5%, which is an annual percentage rate of 18%, will be charged on all unpaid balances beyond 60 days. If your account becomes delinquent beyond 90 days and you have not made arrangements with us, we will have to take **any** and **all** necessary steps needed to collect this debt. We will have to refer your account to an attorney or collection agency, and you agree to pay a fee of \$100 plus all of the collection costs incurred for such actions. Any bank fees charged for returned checks will be added to your account, in addition to a \$10.00 bookkeeping frustration fee.

We accept cash, local checks, and personal credit cards both in the office and over the phone as payment. We offer a 30% discount on all office visits for patients who pay on the day of service by cash or credit card. We can also work with you to set up in-office monthly financing if needed. Please let us know in advance if you may need these services or if at any time you have questions about your account. We want to work with you to make this as simple as possible, and together we can find a solution.

Thank you,

Mountain Pediatrics