

Please read and familiarize yourself with the following Office Policies.

- 1. Appointments**—We will do everything we can to see your **sick** child on the same day that you call in for an appointment if you believe it to be necessary. Well child visits will be scheduled as appointment times are available. If you need to cancel or reschedule your well child appointment please give us 24 hours notice so that we can fill that spot. For a sick visit cancellation we would appreciate a 1 hour notice. If you have repeated “no shows” and/or “short notice cancellations” you may be asked to find a new physician.
- 2. Late Arrivals**—If you are more than 10 minutes late for your appointment you may be asked to reschedule. When we service late arrivals we continue to fall behind throughout the day. If we are unable to see your child(ren) it will be recorded as a “no show” as we were not given notice to fill the spot.
- 3. Well Child Visits**—If other medical services are addressed at your well child visit, you may be charged for a separate office visit and copay. That additional service may be applied to a deductible, as determined by your insurance plan. Examples: ear infections, ADHD, asthma, injury, etc... These topics are not within the scope of a well child visit.
- 4. Insurance**—We accept most insurance plans. It is the patient’s responsibility to make sure that we are in your network. Please contact your insurance company prior to your visit to assure that we are in network for your plan. We must always have your current insurance card on file. Please show it each time you visit our office. If your insurance changes or you receive a new card, notify us right away. **Insurance information submitted to us past the timely filing date, will be your full responsibility.**
- 5. Copays, Coinsurance and Deductibles**—Copayments are due at the time of service. If you do not have your copay you will be asked to reschedule your appointment. Contact your insurance company to understand your coinsurance and deductible responsibilities. Please pay these promptly upon receipt of a statement from our billing department. We want to work with you. Call our billing department at (317)559-5971 to ask questions or start a payment plan. Please do not ignore statements for medical services that you have received.
- 6. Parents of Newborns**—Contact your insurance company right away to add your newborn. Most insurance companies require that newborns be added before 30 days old. Some will refuse to pay for newborn care if they are not added in that time period. When contacting them be sure to find out what coverage you have for well child visits and shots.
- 7. Separated or Divorced**—For those families where parents are separated or divorced, **the parent authorizing treatment by bringing the child to be seen is responsible to us for payment.** All copayments are due when the service is rendered. If the divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent’s responsibility to collect from the other parent. JMH Pediatric Specialists will refrain from acting as a mediator in collecting payments. If the account is not resolved in a timely manner, the authorizing parent’s information will be submitted to our collection agency. Non-compliance with this policy may result in transfer of care to another practice.

- 8. No Insurance**—If you do not have health insurance, payment for at least half of the billed services is expected at the time of your office visit. Noninsured patients will be given a 35% discount.
- 9. Bankruptcy**—If you file bankruptcy we will continue to see your child(ren) for 30 days, for urgent care. During that time you will need to find a new physician to care for your family. All fees for transferring records will apply.
- 10. Collections**—If your account goes into collection status we will continue to see your child(ren) for 30 days, for urgent care. If you have paid the balance in that 30 day period we will continue to see your child(ren) as before. If you are unable to pay the balance in full you may set up a payment plan. If the details of the arrangement are not met you will need to find a new physician to care for your family. All fees for transferring records will apply. You will be required to pay any debts incurred to this office as we attempt to collect your debt.
- 11. Transfer of Records**—There is a \$15.00 charge to transfer your child’s medical records. 2 children-\$25.00 and 3 or more children-\$35.00.
This fee should be paid prior to transfer.

Exceptions—There are times when making payment can be a financial hardship. If that is your case please call our office to set up a payment arrangement. Copayments are exempt from this because your insurance company requires you to pay your copayment (and our contract requires us to collect your copayment) at the time services are rendered.