

Business Practice and Financial Policy Statement

We believe in being upfront and talking openly about our business practices and financial policies. It is important that each of us has an understanding of our responsibilities. We want to avoid potential misunderstandings that may negatively affect the health of our partnership. **Read each section carefully. Should you have any questions, please do not hesitate to ask a member of our staff.**

Appointments

1. Please call us as soon as possible if you are not able to make your appointment. A 24 hour notice is appreciated. There is a \$25 dollar charge for a *missed* appointment.
 2. If you are late for your appointment, we will do our best to accommodate you. However, on certain days, it may be necessary to reschedule.
 3. An office emergency will take priority over a scheduled visit. We appreciate your understanding.
 4. Minors unaccompanied by a legal representative (parent/guardian) must have a completed Medical Authorization form in order to be seen. This form is available online under the Form Depot at www.genesisped.com.
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Insurance Plans

Please understand

1. It is your responsibility to keep us informed of your current insurance information. If the insurance company you designate is incorrect, you will be responsible for payment of the visit and for submitting the charges to the correct plan for reimbursement.
 2. It is your responsibility to understand the benefits of your health plan. Please know which services are covered (including well child visits and the number allowed, sports physicals, hearing and vision screening), the participating laboratories, imagining centers, emergency rooms and hospitals. Please know if a written referral or authorization is required to see a specialist and if preauthorization is required prior to a procedure. Insurance coverage can be confusing. Please call your insurance company if you do not know the answers to these questions. You will be financially responsible for services that are provided and not covered by your plan.
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Financial Policies

Please know

1. According to your insurance plan, you are responsible for any and all co-payments, deductibles and coinsurances.
 2. **Co-payments** are due at the time of service.
 3. Self-pay patients are expected to pay for services in FULL at the time of the visit.
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4. If we do not participate in your insurance plan, payment is expected in FULL at the time of the visit. We will supply you with a receipt that you can submit to your insurance for reimbursement.
 5. Patient balances are billed immediately on receipt of your insurance plan's explanation of benefits. Payment is due within **10** business days of your receipt of your statement.
 6. If previous arrangements have not been made with our billing service, KLO Professional Billing (email at clientservices@klobill.com or call 877.246.9115), any outstanding account balance longer than 28 days will be charged a \$20 re-bill fee for each 28-day cycle. Any outstanding balance longer than 90 days will be forwarded to a collection agency.
 7. Please address all outstanding balances. We cannot pay our bills if we do not get paid for our services.
 8. We accept cash, checks and Visa, MasterCard and Discover credit cards.
 9. A \$25 fee will be charged for any checks returned for insufficient funds.

Forms

1. There is no charge for the completion of the Illinois Certificate of Child Health Exam or school form (for short) at the time of your visit.
2. Additional school, camp, or sports forms may be subject to an additional form fee depending on their complexity. A 3-5 day turnaround time is required.

Transfer of Records

1. When transferring your care, we will provide a copy of the health information generated at Genesis Pediatric Medicine on a flash drive. Please provide us with at least a 48-72 hour notice to process your request.
2. We will provide pertinent health records (of those services rendered at Genesis Pediatric Medicine) should your child require a visit to a specialist or an outside consultant.
3. A copy of your child's health information (for your personal use) can be provided in a paper or electronic format upon request. There is a handling fee plus a per page charge for this service. All fees are the responsibility of the requesting party.