

## Valencia Pediatric Associates Financial Policy

Our relationship is with YOU, not your insurance company. Know your benefits. Inform us of changes and bring your new card in. We cannot bill without a valid card. We do not accept a letter of eligibility. If you have no card you will be asked to pay at the time of service. If your insurance has lapsed and you do not give us your new information, you will be responsible for the bill.

We encourage you to contact your insurance company to inquire about your benefits. Know, for example, if your insurance does not pay for check-ups which are less than 12 months apart. Know which labs, immunizations, and which hospitals are covered.

Insurance companies require COPAYS AND DEDUCTIBLES to be collected at the time of service. We are not allowed to waive them or bill for them.

IF A CLAIM IS DENIED, it is your responsibility to contact the insurance company and, if not paid, it is also your responsibility to pay it. Any bills received in the mail from us must be paid within 30 days.

IF YOU HAVE TROUBLE PAYING A BILL please contact our billing department rather than ignore the bill.

ADDITIONAL ISSUES addressed at well check appointments may be billed separately. Some insurance companies will not cover two office services on the same date so payment for one of them may be denied by the insurance company or an additional co-payment may be required.

If parents are DIVORCED, whoever brings the child into the office is responsible for co-pays and for having a current insurance card.

SCHOOL FORMS, LETTERS AND COPIES OF RECORDS are charged depending on the extent of work they entail.

WELL CHECK APPOINTMENTS MUST BE CANCELED WITHIN 24 HOURS or you will be charged \$35, \$20 for other missed appointments.

WITH CHECKS RETURNED FOR INSUFFICIENT FUNDS the charge is \$35.00 plus the original amount.