

2024 Policy Highlights

Thank you for choosing PTPEDS for your medical care.
Please see our policy reminders as well as upcoming changes.

Reminders:

- Patients must arrive at (or before) their scheduled appointment time and provide their insurance card, photo ID and insurance copay if applicable at check-in. We have a contractual obligation with your insurance company to collect copays at time of service.
- If you arrive **10 or more minutes** late to your appointment, you will be asked to reschedule.
- If your child is being seen for a Well Child Check and you have other concerns that are not related to routine wellness care, these may generate other charges to your insurance. A list of potential topics can be found in our office and per request in the portal.
- Any outstanding balances due to deductibles, co-payments, and services not covered by your insurance are your responsibility. All balances must be paid within 30 days. If you are unable to pay the balance in full, please contact our billing department to discuss payment arrangements. Non-payment of charges will result in the account being turned over to a collections agency and your family will be discharged from the practice.
- Please allow 3 business days for all forms and prescription refills to be processed.
- We offer in-office nurse triage from 7:30am-5pm Monday – Friday.

New and Updated Policies:

- We will implement an Annual Administrative Fee of \$25 per child with a maximum of \$100 per family beginning 1/1/2024. This covers services provided for your child that insurance does not provide. Examples include paperwork related to school entry, annual school physical, sports and camp physical forms, medication forms (including for nebulized or inhaled medications, Epi Pens, insurance prior authorization processes and over the counter medications), FMLA paperwork, and academic plans (IEP or 504 plans). This also allows us to continue to offer in-office triage calls during business hours and same-day sick appointment availability from 8a-430p Monday through Friday.
- A no show or late cancellation fee of \$35 will be charged to patients who do not provide 24-hour notification to cancel an appointment or for patients who miss their scheduled same day appointment. If you arrive **10 or more minutes** late to your appointment, you will be asked to reschedule and may incur a late fee.
- After 3 no shows or late cancelled appointments, your family may be discharged from the practice.
- If a new patient misses their initial visit they may be dismissed from the practice.
- After hours, we offer a telephone triage consultation service that puts you in touch with a pediatric trained triage nurse. In the past we absorbed this cost, however, as many things, the cost of this service has risen exponentially. To continue to offer this, families will be charged for each triage call made (\$16). There are exceptions for advice given for infants less than 90 days old or where recommendations are given to immediately be seen by a healthcare provider.
- We will no longer accept personal checks as a form of payment.
- **We require that every family activates a portal account** as this will be our way of appointment reminders, request for forms and many other features. Please email portal@ptpediatrics.com to set up.
- All questions regarding visit-based billing can be answered by our contracted billing company PedsOne at 866-371-6118

Our decision to implement these changes were not made lightly but are necessary to continue to provide the high standard of pediatric care you have come to expect from us. We understand that these are significant changes but we will not tolerate mistreatment of any staff member regarding these changes.