

BEST KIDS CARE

POLICIES AND PROCEDURES

Insurance and Billing Arrangements

Best Kids Care (BKC) is pleased to participate in most insurance plans. For your protection, we suggest that you verify our participation in your particular insurance plan at check-in prior to every visit.

The following information is helpful for parents to keep in mind:

1. Please bring your valid insurance card/patient insurance card and your photo identification for every visit.
2. Your insurance will be verified prior to the patient being seen. If the insurance cannot be verified patient/guardian's will have the option to pay for the visit or reschedule.
3. We will NOT verify coverage by telephone or internet when you present for a visit. It is the parent's responsibility to have this information available to whoever is presenting the child for a visit (spouse, grandparent, nanny, etc.) belongs with the parent authorizing treatment. You are responsible for knowing the provider you can and cannot go to according to the information provided by your insurance company.
4. We MUST see your child's insurance card at each visit and if you participate with a Medicaid manage care program, Dr. M. Almasi names must appear on the card or Primary Care Physician(PCP) changed in the office by a phone call to the manage care program and obtaining a confirmation number from them. **If you do not have your child's insurance card at each visit or another physician name appears on the card, you may be asked to sign a waiver and leave payment at the time of visit or reschedule.** Continued non-compliance with presenting insurance verification at each visit may result in termination of care.
5. **If your child is a newborn**, you need to call Texas Medicaid and healthcare's partnership (TMHP) and Medicaid HMO to report the baby's birth date. And name the child's primary care physician as Dr. Almasi. For private/other insurances, it is your responsibility to add your child to your insurance within 21 days of birth for the child to be covered. If you have not added your child to your policy and/or we are unable to verify coverage, partial payment/payments will be due at the time of service. You are responsible for knowing the provider you can and cannot go to according to the information provided by your insurance company.
6. **CHIPS Perinatal**, you need to call TMHP and Medicaid HMO to report the baby's birth date. Your child must be reported immediately for coverage to be effective. If this is not done by given appointment time, we will be glad to reschedule the appointment or make payment arrangements for the visit.
7. **It is the patient's parent/guardian's responsibility to notify the office of any phone, address, or insurance changes at the time of visit. The parent/guardian will be responsible for any services provided where they have failed to provide current and correct insurance information prior to being seen by BKC provider.**
8. If we do not have a billing contract with your insurance provider, we will list you as "self pay" and will anticipate full payment at the time of your visit.
9. **We collect all co-payments and deductibles at the time services are rendered and file insurance on daily basis. It is required by the insurance company.**
10. Appointments must be made for each child examined. If you ask the doctor to examine another child at the time of your appointment you will be charged an additional co-pays for each child seen. This is required by the insurance company.
11. If you have scheduled a well appointment for your child and they are sick at the time of the appointment, they will be seen as a sick visit and the well check visit will be rescheduled. The insurance company requires us to do this.
12. Dr. Almasi must see the patient before a referral made for a specialist visit.
13. If your insurance requires referral for a visit to a specialist, we must have 7-10 business days in advance notice of the appointment date to obtain your referral. We must follow insurance company rules to refer to specialists. It is the parent's /guardian's responsibility to make sure we have all the necessary information to make the referral.
14. There is a \$30.00 fee for returned checks.
15. After receiving a signed, written request of release of medical information. There will be a \$25 charge for copying first 10 pages of child's medical record and if over 10 pages additional 0.25 per page. Records will be provided within 15 days of receipt of the payment. There is will no fee for faxing medical records.
16. Any services that are deemed to be family responsibility (additional co-pays, co-insurance, deductible, etc.) or that are considered non-covered by your insurance will be put to patient balance and are due IMMEDIATELY. Ultimately, it is a patient responsibility for any balances owed to us. If your insurance company is not listed, we may not have an agreement with them. In such cases, the account will be entered as a "self pay", with full payment expected at the time of service.
17. We may **charge a processing fee of \$15.00 if a statement must be sent** or is requested in lieu of payment by you.
18. Any services that we file with your insurance that are not responded to any time after 90 days from the date of service may be transferred to patient balance. This balance will remain in the responsibility of the family until payment is received or written correspondence is received by the insurance company verifying that payment is forthcoming from them.

The ability to bill a given insurance company for services will be assessed at the time of the office visit. Although accepting insurance carrier, it does not guarantee that your insurance company will pay for some/all of your services, nor does it obligate us to accept deferred billing for any of the insurers listed. Please remember, while we will work with you on getting paid from your insurance company, ultimately, the financial responsibility for medical treatment rests with you - the policy holder. If you need assistance with your billing statement or if you would like to discuss any part of your bill, please contact our Billing Office at: 214-592-0356

Prescription Refill Policy: The fastest way to have your child's chronic medication refilled is to contact your pharmacy and ask them to fax the refill request to our office at **214-504-9385**. If your child is on a medication which is continuing in nature, we ask that you monitor the amount you have on hand and plan ahead to have the prescription refilled before you run out. You follow up in the medical office for medication which has no refills remaining. ADHD and other controlled substance medications are refilled on a monthly basis. All ADHD medications must be picked up at Best Kids Care and cannot be called into the pharmacy. ADHD medications will require follow up visits every three months. Prescription refills may be requested during our regular office hours, Monday-Friday between the hours of 8:00a.m. to 5:00p.m. Except Friday 8:00-12:00. **Please allow 48 to 72 hours for all prescription refills.** Antibiotics will not be prescribed over the phone. If you feel your child might need an antibiotic, they will need to be seen by a physician. Please be advised that certain prescriptions can only be refilled by the original prescribing provider. To promote continuity of care, it is imperative that certain medicines are followed by the original providing prescriber, to ensure your child's ailment is improving. Since the original prescribing physician did the initial history of present illness, only that physician would be best to document and prescribe further medicine. To that respect, it is our policy that refills of certain medicines prescribed by other doctors (to the physician's discretion) will need to be made by the original prescribing physician.

Divorce, Separation, & Custody Agreements

- We believe that such matters should not enter into a child's medical treatment.
- The individual who is requesting the medical treatment is totally responsible for the payment of the medical bills. **We are not a party to your divorce agreement, you are. We will collect co-pays and deductibles from the attending parent.**
- "Joint Custody" means that each parent has equal access to the child's medical record. Without a court order, we will not stop either parent from looking at their child's chart or obtaining their child's test results.
- We will not call the other parent for consent prior to treatment
- We will discuss with the accompanying parent information pertinent to the child's history and/or present exam.
- We reserve the right to charge an administrative fee for copying records should the requests become excessive.
- Should the issues that come between parents become disruptive to our organization, we will discharge the patient from further treatment.

Walk-In Policy: Our primary concern is the safe, efficient delivery of medical care for *all* of our patients. **We do not have any set "Walk in Hours"**. We see our patients by appointment and do our best within the limits of circumstances that we can control, to see our patients on time. We feel that patients deserve our attention during the appointment time we have reserved for them. We do not allow walk in appointments, as it interferes with our ability to deliver safe medical care in a timely manner to all of our patients. To that end, we request that all patients call for an appointment time before coming to our offices. **We do have same day sick appointments available.**

There are very rare instances in which it is appropriate to come in before calling. A life threatening or potentially life-threatening situation is nor one of these instances. **Anytime a parent feels that a life threatening medical condition is present, the appropriate course of action is to immediately call 911.** EMT's responding can assess the situation and provide emergency care, and transport the patient to an Hospital Emergency Room for further evaluation. It is not appropriate to come to the office in such situations. This will needlessly delay adequate medical evaluation and treatment and may put your child in a dangerous situation. **We ask that all our patients abide by this and all of our office policies. Chronically ignoring or failing to follow our office polices may result in our request that you find another pediatric group for your child's healthcare.**

Missed appointments/ Late appointment arrival: Please contact our office 24 hours in advance if you are not able to keep your appointment. This will allow us to address the healthcare needs of our other patients. A missed appointment may **result in a \$35.00 No Show charge to your account.** Missed appointment fees will not be filed with your health insurance. You will be personally responsible for the applied fees. We strive to make a reminder call as a courtesy and it is your responsibility to remember your appointments. Repetitive missed appointments will result in dismissal from our clinic. Please be advised that **it may be necessary to reschedule your appointment, if you are more than 15 minutes late,** based on time availability.

Office Hours: Monday-Friday 8am-5pm , Friday 8am-12 noon, and Saturday 9am-12 noon. Office is closed for holidays such as New Year, Memorial Day, Independence Day, Labor Day, Thanks Giving and Christmas Day.

BY SIGNING BELOW I DO ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND BEST KIDS CARE'S OFFICE POLICIES AND PROCEDURES.

Parent/Guardian Guarantor Signature: -----Date:-----

Parent/Guardian/Guarantor Printed Name: -----