

BILLING POLICIES

All patients are required to sign our Financial Policy Statement as part of the registration process when entering the practice. This statement makes the parent or guardian financially responsible for services rendered by the practice. It also allows us to bill the insurance companies on their behalf. Touchpoint Pediatrics accepts payment in full from the insurance companies and will not balance bill unless the insurance company indicates otherwise, i.e. deductible or non-covered service outside of the member's contract.

We value your time when you come to our office for an appointment and work very hard to stay on schedule. Most of the time, the waiting time in the reception area is no more than about 5 to 10 minutes. This is because we ask that our patients make an effort to come on time for their appointments. If you are late for your appointment, we will make every effort to see your child based on how late you are and the type of appointment. You might be asked to wait several minutes until one of the doctors becomes available, or we might ask you to return several hours later. If you missed your well visit, med check or follow-up visit, you may be charged a cancellation fee since this was time specifically reserved for your child and the doctor has to wait for their next patient. If you need to reschedule your well visit, med check or follow-up appointment, please call at least 24 hours ahead of time to give us a chance to fill the appointment time and for you to avoid a cancellation fee.

We make every effort to call and remind you about your scheduled appointment several days ahead of time. So please make sure if any of your contact information changes, please notify the front desk.

Cancellation fee for well visits, med checks and follow-ups is \$50.00.

Our doctors will see patients with urgent medical conditions after hours by appointment. Just call either the non-urgent or emergency message centers and leave a message. The doctor on call will answer your call and discuss the appropriate course of action. In the event it is decided that the doctor will see you at the office after hours, there will be an additional after hours charge of \$ 80.00. This charge will be submitted to your insurance company, but in the event they do not pay, you would be responsible for the charge.

In order for us to fill out a medical form the patient must have been seen for a well visit within the last 12 months. Medical forms take time to fill out and double check to make sure everything is accurate. A simple camp or school form fee is \$7.00 and could take up to 10 business days to complete. If you want the form mailed, please supply a self addressed stamped envelope along with the form. Please make sure to fill out all the non-medical information on the form before submitting it to our front desk. If you need the school or camp form on a rush basis within 3 business days, the fee would be \$20.00.

In order for us to fill out a Sports Form, the patient must have been seen for a well visit within the last 12 months. New Jersey Department of Education's 7 page Sports Form must be reviewed and signed by the physician. Parents must fill out all information requested on Part A, pages 1 through 3 along with any other patient information before submitting the form to our front desk. The Sports Form fee is \$15.00 and could take up to 10 business days to complete. If you want the form mailed, please supply a self addressed stamped envelope along with the form. If you need the Sports Form on a rush basis within 3 business days, the fee would be \$30.00.

If you require a letter from a doctor, the fee would be based on the length and the complexity of the letter. The fees start at \$25.00.

All self-pay patients are required to pay at time of service. Just like the plumber or grocery store, we expect payment of services when you receive your statement. If you have any concerns or questions regarding your statement, please contact our billing department. They will be glad to answer all your questions.