

HEALTH STAR PEDIATRICS, LLC

OFFICE POLICY

For New and Existing Patients

Please take a moment and review our policies and sign below. By signing you understand the policies; if you have any questions feel free to ask any of the staff members.

New Patients

1. If patient's insurance eligibility is unable to be verified on the date of service, you will be obligated to pay the visit (1st visit is \$100.00 sick or well). Follow-up visit is \$75.00 for sick and \$ 100.00 for physical, NOT including VACCINES. After we receive payment for the claim, we will be happy to reimburse you with a check by mail.
2. COPAYS must be paid before being seen by the doctor. If the co-pay is unable to be paid at day of service a 3 day grace period is given. After the 3 days there will be a \$10.00 late fee.
3. Patient with balances will be discussed before seeing the doctor.

Insurances

1. A Payment plan is available and should be arranged if balance is not paid off completely; otherwise patient will not be seen on next visit.
2. IF YOU HAVE STRAIGHT MEDICAID, SELECT AN HMO (Amerigroup, Horizon NJ Health, United HealthCare)
3. We accept almost all PRIVATE insurances such as (AETNA, CIGNA, Horizon BCBS, Magnacare, Qualcare, UMR, United Healthcare, Oxford, GHI/ Emblem, Anthem, Aicare, Tricare and SOME Locals, etc.)
4. Mothers with newborns and PRIVATE insurance have a 30 day grace period (60 days for Federal Employees only) where the baby will be covered ONLY IF the insurance was notified of baby's birth. On day 31/61 the baby must have coverage.
5. Mothers with newborns and MEDICAID insurance: If mom has Medicaid without an HMO and had the baby, the baby will not be seen until an HMO is effective. Includes babies seen at the hospital. If baby was born under mom's HMO (Horizon or Amerigroup) a temporary ID is mandatory.

Appointments

1. Patient with balances will be discussed before seeing the doctor. Payment plans are available and should be arranged with a credit card, if balance is not paid in full. Otherwise, you will not be able to be seen on your next visit.
2. All visits in the office are by appointment only, we HIGHLY discourage walk-ins.
3. All appointments should be cancelled within 24 hour notice prior to the scheduled appointment. Otherwise Service fee will applied.
4. Only 2 physical (well)-exams per family will be given for the same day at the same time, with the same doctor. If you have more than two kids, you can split the appointment for a different day. For sick visit appointments there are no limits per family in one day.
5. If patient is late to their appointment; it will be considered as a "no show" when patient comes in, then will be considered a walk-in and will be seen after the rest of the appointment patients in the waiting area have been seen.
6. The latest time for well exam will be 4:30 pm for all doctors.
7. If there is a cancelation; the next available doctor will be scheduled.
8. Child must be present to discuss labs (age doesn't matter) (If co-pay applies) co-pay is due.

Co-Pay

1. On most instances, Wellness visits don't have co-pay but if your child comes and is sick or needs some other medical attention besides a well-exam, they will be liable for any patient responsibility that the insurance applies, (includes co-pays, deductibles, co-insurance).

General Information

1. We suggest setting up appointments with your doctor ahead of time prior to the child's well exam, please avoid any cancelations/reschedules.
2. Referrals are given by the doctor ONLY and will not be released at the last minute or while the patient is at the specialist's office. Make sure when the doctor gives you a referral that you go to the front desk and ask for it. Please give us a call the next day if you forget the referral and we will make sure we have it ready for you to pick up or we can fax it to you.
3. It is not our responsibility to check if the referred specialist accepts your insurance. YOU must call your insurance and they will assist you with finding a specialist around your area that accepts your insurance.
4. Physical forms will be filled out within a week from the day it was dropped off at the office. Only if the physical exam, immunization and blood results are up-to-date. If not, time may vary.
5. WIC forms and medication (asthma) forms will be filled out within 2 or 3 days.
6. If for any reason you decide to transfer your records to another pediatric office there is a transfer fee of \$10.00 per child record. Any open balance must be settled in order to release any medical records.

Parent's Signature _____ Date _____