

Office Financial Policy

Financial Policy • OC Children's Medical Group

We are committed to building a successful physician-patient relationship with you and your family. Your clear understanding of our office financial policy is important to our professional relationship. Please understand that payment for services is a part of that relationship. *Note: It is your responsibility to notify our office of any patient/contact information changes (i.e. addresses, names, phone numbers, insurance information, etc.).*

Parents, please initial all boxes to indicate you understand each individual policy. If you have any questions about our fees or policies, please ask a member of our staff.

Co-Payments, Deductibles, Co-insurance, Self-pay

- The patient is expected to present an insurance card at each visit. All co-payments are at the time of check-in. We accept cash, check, or credit cards.
- Payment for the office visit will be due at the time of your visit if you have no insurance, the staff cannot verify your insurance, your child is not added to your policy, or if the physician is not in network with your insurance plan.
- It is your responsibility to verify if our physicians are in network with your insurance **prior** to the appointment.

Newborn Services

- It is the insurance subscriber's responsibility to make sure that the newborn be added to the policy in a timely manner. OC Children's Medical Group will not be responsible for charges incurred and not covered by your insurance company when a newborn has not been properly added to an insurance policy.

Outstanding Balances

- Outstanding balances for any and all family members are due and are payable prior to the office visit. It is our office policy that all account balances be kept current.
- All past due accounts will be sent two statements and a letter of final notice. If payment is not made on the account, a single phone call will be made to try and make payment arrangements. If no resolution can be made, the account will be sent to our collection agency.

Missed Appointments

- Any patient who fails to arrive for the scheduled appointment without notifying the office at least 24 hours prior to the scheduled time will be charged a missed appointment fee of \$50. This fee is not covered by insurance.

Authorization to Treat Minors

- OC Children's Medical Group will be unable to treat any minor (ages 17 and under) without a parent or legal guardian present. A minor may be treated in the presence of an adult other than the parent or legal guardian with proper written consent.

Walk-In Appointments

- OC Children's Medical Group discourages walk-in appointments after 9:30am at our Mission Viejo office. If a patient comes in without an appointment scheduled, we will triage the situation and determine whether the patient needs to be seen urgently. We would then do our best to work the patient into our schedule. In this situation, we do charge a \$40.00 walk-in fee, which is payable and due at the time of service. This is not billed or covered by insurance plans. If it is determined that the patient does not need to be seen urgently and our schedule does not allow for additions at that time, a later appointment will be offered.

Additional Charges

- There will be a \$25.00 charge for all returned checks.
- There will be a \$25.00 fee for medical records release for personal keeping. Please allow two weeks from receipt for us to complete these requests. No fee will be collected for transfer of care to another medical facility.
- Parents/guardians may choose to pay a fee of \$25.00 to receive patient forms back on the **same day**. No fee is required for forms filled out at the time of the patient's well visit or for forms received without an appointment with standard completion time of approximately one week.

Patient's name: _____ Date: _____

Responsible party's name: _____

Responsible party's signature: _____