

NW PEDIATRICS

INTEGRATIVE MEDICINE

Office and Financial Policies

Thank you for choosing NW Pediatrics Integrative Medicine, LLC (“NWPIM”) as your provider. We appreciate the confidence you have shown in choosing us to provide for your health care needs. To serve our patients best it is imperative to see you for all well and sick visits, as well follow up visits from the emergency room, urgent care or specialty clinics.

OFFICE POLICIES

Missed, Late Cancel or Late Appointments: We have reserved your scheduled appointment time for you and ask that if you need to **cancel** that you need to give us at least **48 hours advance notice**. If you miss your appointment or cancel with less than 24 hours-notice, we will **charge your account \$150 for current patients and \$200 for new patients**. We reserve the right to dismiss patients from our practice after 3 no-show appointments. If you are more than 15 minutes late to your appointment, we may not be able to see you for the original allotted time, or we may need to reschedule your appointment which may result in a late cancellation fee.

Inclement Weather: For our safety and yours, we will likely reschedule your appointment on days of inclement weather or convert the appointment to a telehealth visit. Please call the office ahead of time to see if we are open.

Electronic Portal: The portal system is the preferred avenue for correspondence, messaging, accessing the patient medical record, updating and filling out paperwork and requesting appointments. The portal and the electronic health record is designed with security in mind and is HIPAA compliant. We advise you to understand, though, that no system is 100% secure. Portal messages resulting in more than 5 minutes of response time, or addressing new concerns, require an office visit.

Active/Inactive Patients: Patients are considered active if they have been seen within two calendar years. After that, their status may become inactive. Inactive patients will have to re-register as new patients as well as have a medical appointment to regain “active” status.

Emergency Care: We do **not** provide emergency medical care or after-hours care or treatment. **If you are concerned that you may be experiencing a medical emergency, please call 911.** If you are not experiencing a medical emergency, please call within business hours, or you may leave a message which will be returned during normal business hours.

Patient-Provider Relationship: NWPIM reserves the right to terminate the patient-provider relationship for reasons including, but not limited to: patient noncompliance, frequently missed or canceled appointments, behavioral issues and non-payment of bills. NWPIM will use its best judgment in terminating a patient relationship.

Right to Refuse Treatment: NWPIM reserves the right to refuse treatment to any patient for any reason.

Social Media: Due to the importance of your confidentiality, privacy and maintaining professional boundaries, NWPIM does not accept friend or contact requests from current or former patients on any social networking site (ie. Facebook, Instagram, LinkedIn, etc.).

Minors and Custody: NWPIM does not provide custody evaluations and is unable to determine whether a parent is “fit” or not. NWPIM clinicians will not testify in court about patients unless compelled by a court. Both parents have access to a child’s record, regardless of custody, unless parental rights have been revoked.

Prescriptions & Refills: Typically, we require patients to have a follow-up office visit before we refill prescription drugs. All refill requests must first be requested from the pharmacy. **Please do not call NWPIM to request medication refills.**

Supplements: We carry a variety of products and superior quality dietary and nutritional supplements at NWPIM. Please note that we are **unable to refund** any purchased product once it has left our premises.

Diagnostic Laboratory Services Policy: Lab work that is billed to insurance does not guarantee coverage.

FINANCIAL POLICIES

Annual Fee: NWPIM follows an annual fee model which allows patients to get the most out of our pediatric care. The annual fee is \$295 for each family household which covers clinic administrative services provided to NWPIM patients. Administrative services include, but are not limited to: patient portal management, phone calls, medical record support and management, prescription refill management, form completion, and/or administrative and operational support and access to specialty testing. This fee is not billable to insurance plans, as it is a non-covered service. Medicaid patients will be excluded from this fee.

If You Have Insurance: As a courtesy, we submit claims on your behalf to most primary and secondary carriers. Please provide us with current information before your scheduled appointment. Co-payments, co-insurance payments, deductible payments, and payment for services not covered by your insurance are due at the time of service. If you are unable to pay at time of service, there will be a \$10 fee applied to your account for non-payment. Your signature on this form authorizes the release of information to insurance carriers. If you have questions or concerns about your coverage, please contact your insurance directly *prior* to services being rendered.

If You Do Not Have Insurance (Self-Pay): Payment is due at the time of service and will be collected at check-in. Self-pay patients will receive a discounted cash allowance rate if paying in full at time of service. If you are unable to pay in full at the time of service, a \$100.00 deposit is required along with the agreement and credit card on file.

No Surprises Act; Good Faith Estimate: If you are paying out-of-pocket, or you are using an out-of-network insurance plan, we will provide you with a Good Faith Estimate before your visit. Please inform us if we are out-of-network with your plan.

Divorce: In the event of a divorce situation, we will bill the custodial parent.

Acceptable Forms of Payment: We accept cards, cash & checks. If using:

- Cash – Please note for security purposes, we keep a limited amount of cash on hand and may not be able to make change. Please try to bring exact change or consider another form of payment.
- Cards – NWPIM uses a highly secure credit card payment system. We accept all major credit cards (Visa Mastercard, AMEX & Discover).
- Checks – We accept checks that contain your full information, address, name, account number, routing number, etc.

NWPIM requires all accounts to maintain an active credit or debit card on file.

SuperBills: NWPIM may provide a superbill for you to submit to your insurance company for reimbursement. NWPIM does not guarantee partial or full reimbursement by your insurance company.

Past Due Accounts: Patient accounts that go unpaid for 60 days or more may be submitted to a collections agency. If your account is placed with a collections agency, you will be assessed a \$100.00 collection fee.

Returned Checks: For returned checks, you will be charged a \$40 returned check fee.

Medical Records: When you transfer care, you are no longer our patient. Transfer of records to a new provider will be sent complimentary. Subsequent new provider transfers will result in a \$75 charge to the patient; payment is required for release of records. If the balance is not paid in full in 30 days, your account will be billed. For personal copies of medical records, costs may range from \$25-\$300 (depending on the size). Payment is due prior to receipt.

I have read and understood the NWPIM Office and Financial Policies. By signing this form, I am agreeing to the NWPIM Office and Financial Policies.

Printed Name of Patient/Responsible Party: _____

Signature of Patient/Responsible Party: _____

Date Signed: _____