

Office Administrative & Financial Policies

- Copayments and balances due at time of service: Copayments, deductibles, and coinsurance are due at the time of service.
- Insurance card required: A valid insurance card must be presented at each visit. Failure to provide current insurance information may result in self-pay billing.
- Forms: Forms completed during well-child visits are provided at no charge. Forms requested outside of visits are \$10 per form with up to 5 business days for completion. Rush forms may be completed for an additional \$5 fee when available. FMLA and extended forms require a \$25 administrative fee and take 7-10 business days to complete.
- No-show / late cancellation: Appointments not cancelled at least 24 hours in advance or missed appointments are subject to a \$50 fee. This fee is not billable to insurance.
- Unpaid balances: Unpaid balances remain the responsibility of the parent or legal guardian. Hometown Pediatrics reserves the right to reschedule non-urgent appointments or deny future appointments until outstanding balances are resolved.
- Patient portal billing: Portal messages requiring medical decision-making or extended electronic communication may result in a charge and may or may not be covered by insurance.