Financial Policy

Kinder Haus Pediatrics participates with many major insurance plans. Each insurance policy is different, and it is therefore difficult for us to know your plan's benefits. It is important to contact your insurance company if you have any questions regarding your benefits and for you to know what your payment obligations will be prior to the time of service.

If you change insurance providers, please notify our office to update your child's policy. It is essential that the information that you provide for your insurance provider is accurate and up to date to prevent discrepancies and delays in billing. If Insurance is terminated and payment for a previous date of service is recouped, you will be responsible for the full balance.

Copayments and Deductibles

-Please note that the copayment and/or deductibles is a contractual requirement from the insurance company and cannot be written off by the clinic. If you participate in a High Deductible Health Plan (HDHP) and have not yet paid your deductible in full, it is likely that any non-preventive services will require payment at the time those services are rendered.

-If your child is being seen for a well/preventative visit and concerns or diagnosis outside of the scope of a preventative visit are discussed, a co-pay for a non-preventative encounter may occur.

-Please ensure that whoever brings the child to the visit is prepared to make all payments due.

Credit Card on File[i]

We require that a valid credit card be kept on file. You will receive a billing statement with any outstanding charges after insurance has processed your claim. If your account is delinquent past 60 days, your credit card on file will be automatically charged with the "patient responsibility" balance.

Patients Without Insurance Coverage

-We are happy to work with families that prefer to pay directly for services or do not have insurance. For such patients, a time-of-service discount of 45% will be applied to the bill if settled in full on the day of service.

-If your child's insurance provider backdates coverage after self-pay services were rendered, we will not retroactively submit claims to the insurance company for reimbursement. However, we can provide an itemized receipt for the date of service for you to submit to the insurance company.

Administrative Service Fee[i]

Administrative fees outside of clinic visits are as follows:

*****Please allow 72 business hours for completion of forms*****

*****Please allow 3-5 business days for medication refills*****

Sports/ School/ Camp/Daycare forms/physician letters: $10 (must have up to date physical and vaccines) (**not charged if presented on day of visit**)

FMLA (Family Medical Leave Act) forms: $35

EFMP (Exceptional Family Member Program /Military): $35 please note, depending on medical history may require office visit

Medical Records: $10 if issued to patient, no charge to another physician

Walk-in fee to include adding siblings without appointments: $25

Weekend or afterhours appointments: $25 Initials_____

Referrals:

****Please allow routine referrals 7-10 business days to be processed****

If your insurance plan requires a referral to see a specialist, the Primary Care Provider (PCP) must be a Kinder Haus Pediatrics Provider. Pease have this changed prior to your appointment to prevent delays for referrals.

No-Show/ Late Fee[i]

Missing an appointment without giving prior notice to the practice deprives other patients of the chance to take a slot that is medically necessary. We require **1 business day** for all cancellations. Failure to notify the clinic in a timely manner will result in a no-show fee of **$75 for a well visit and $50 for a sick visit**. Repeated no-shows will result in the family being advised to transfer care to another facility. If you are **beyond 15 min late** for appointment time, your appointment will be deemed as a no-show and subjected to the no-show fees. You may also be asked to reschedule or pay the **$25** walk in fee (depending on availability). If you are running late for your appointment, please call the office!

Afterhours Telephone Consults[i]

****Please allow 24-48 business hours for a response for non-urgent matters****

To avoid unnecessary Emergency room visits, many insurances have after-hours nurse triage phone lines. In the South Texas region non-urgent questions may call 210-22-NURSE. If needing to speak to On-call physician a $10 service charge may apply or require an after-hours telemed visit at provider discretion.

Divorced/Separated Parents and Custodial Arrangements

Kinder Haus Pediatrics does not get involved in disputes between divorced, separated, or custodial parenting arrangements regarding financial responsibility for their child's medical expenses. By signing as guarantor below, you agree to be financially responsible for the care we provide to your child, regardless of whether a divorce decree, custodial or other arrangement places that obligation on your former spouse or the child's other parent. We will be happy to provide receipts for paid medical bills for you as requested.

Vaccinations

Vaccines are a large expense for any medical practice. Caregivers will sign a consent form for recommended and agreed upon vaccines prior to administration. If vaccines have been drawn after consent obtained and are not carried out due to caregiver decision change or if behavior of patient is deemed to be unsafe for staff to administer, caregiver may be charged for purchase price of ungiven vaccine if the vaccine must be wasted.

I have read and understood the above policy and agree to it. By signing below, you are authorizing the filing of insurance with payment benefit to Kinder Haus Pediatrics.

[1] **This policy fees do not apply to patients with Medicaid and Medicaid HMO insurance.**

Signature _____ Date ___/___/_____

Name _____

Relationship to patient _____

Patient Name(s) _____
_____