Healthy Start Pediatrics, LLC

Practice Policy and Procedures

No Show/Cancellation Policy: Our Goal is to accommodate all our patients' healthcare needs and schedules. Therefore, we maintain a 24-hour cancellation policy to ensure all available appointments can be utilized. If a patient has 2 or more no show appointments they will be at risk for being discharged from our practice. For every no-show or late same day cancellation (any cancellation not given prior to 24hrs before your appointment) there will be a $25 fee per no show/late cancellation; these fees will need to be paid before any appointment can be rescheduled.

Late Arrivals To Appointments: If you are 15 minutes late for an appointment, you may be asked to reschedule. If not, patients who are on time for their appointment will be given priority and late patients will be seen when time permits. A $25 fee for late cancellation/no show per appointment will be billed to the patient, not the insurance company. This fee is subject to change without notice.

Financial Insurance Billing Policy: Complete and accurate insurance information must be provided for verification before being seen by our provider. We assist with filing insurance claims to help you receive insurance benefits. You are responsible for your child's health care cost. If your insurance does not pay or cover the services provided, payment is your responsibility. We advise you to take time to know the benefits, coverage and provisions of your individual policy. If you do not have medical insurance, our staff will provide you with information regarding cash payment. If you do not provide us with the current insurance information at the time of service, we will be unable to file the insurance claim for you, making you responsible for the cost of all services. I consent to be contacted by regular mail, by email, patient portal, text or telephone regarding any matter related to my account by the practice.

Co-payments: Co-payments are a contractual agreement between you and your insurance company, and Healthy Start Pediatrics LLC cannot change or waive co-pays. We require copayments before your child is seen. For your convenience, we accept cash, debit and credit cards (except American Express) as payment. NO CHECKS will be accepted.

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After Hours Calls: After hours calls should be limited to urgent matters. Remember to check our website: healthystartpediatrics.net where you may find the answer to many common concerns. If you are calling after regular office hours to the nurse line, there may be a charge. Our provider will not call out prescriptions after office hours and requests should be sent through the pharmacy. You may also check to see if your insurance plan has a "ask a nurse" line you can call. If your child is having symptoms that are concerning or scare you, go to the hospital emergency room right away or call 911.

HIPAA: The federal government requires us to share our Privacy Notice which is posted in our practice. Please review the Privacy Notice which explains policy on sharing patient information for treatment and billing. We do not fax any medical information to your home or work office; however, immunization records and other documents can be sent to the Patient Portal for your convenience.

Patient Portal: The Portal provides a secure means of noncritical/non-urgent communication between the practice and the patient. It is best used to access your child's medical records, request prescription refills, or immunization records.

Pre-Visit Paperwork: We kindly ask that our patients fill out any and all required pre-visit paperwork, surveys and questionnaires prior to arriving at the office. If these documents are not completed the provider will not see you until they are filled out in their entirety. We may also ask you to reschedule as these documents are essential to the care of your child(ren).

Well Child Checks: We value the importance of preventative healthcare. Children are required to be seen regularly for well checks during infancy and once yearly after age three. These wellness checks are used to screen for various developmental delays, common conditions, and potentially harmful environmental exposures per the American Academy of Pediatrics. Please schedule an appointment for each child to be examined or discussed. We can only accommodate 2 siblings at a time during wellness exams to effectively provide a thorough examination unless otherwise arranged with the provider.



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Immunizations: We strongly recommend that our patients be fully immunized. Vaccines refused and not given by the CDC immunization schedule; the parent will be required to sign a "refusal to vaccinate" form each time the vaccine is not administered. We encourage our families who choose not to vaccinate to go through the vaccine exemption process through the NM Dept. of Health, our staff is happy to provide insight on how to get this done. If your child has previously had vaccines in another state or facility we kindly ask that you bring a copy of the vaccine records with you to your appointment.

HIE (healthy Information Exchange): We support the secure electronic exchange of health information to improve the quality of your healthcare experience. We participate in the New Mexico Statewide Immunization Information System (NMSIIS) Registry as well as insurance, pharmacy, and lab clearinghouses. Using HIE networks helps us to share information about your medical care with other providers that participate in the network.

Forms: If you require a form for daycare, pre-school, camp, sports physicals, or any other activity we request you bring the form with you to your child's well exam, and many are available on our website for your convenience. If you request a form to be filled out later a clinic visit may be required.

ADD/ADHD Medication Refills: Healthy Start Pediatrics LLC will refill ADHD medications under the conditions that: a) the child has had their annual well visit and b) that they are up to date with the ADHD evaluation required every 3 months.

Other Prescription Refills: For all other medication refills, please have your pharmacy send us a refill request. These will be completed within three business days.

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Prior Authorizations & Referrals : Prior authorizations required by your insurance company may be subject to a fee. A referral to an outside specialist will require an office visit. If your insurance requires prior approval, we will coordinate the referral for you. Please be aware that once our office submits a referral, it may take up to 72 hours for insurance approval. If insurance does not require referral authorization, you may contact the specialty office directly for your appointment.

Laboratory: Labs not performed in the clinic are sent to an outside lab. If your insurance does not pay the full cost of the lab service, you may receive a bill from the lab. Some local labs include LabCorp, CPL, Quest, and Memorial Medical Center. If you have questions about the lab bill, please contact the lab.

Medical Records: At your written request, no fee shall be charged by a healthcare provider for patient record requests received from another health care provider solely for the purpose of providing continuing medical care. Per the State of New Mexico and the 2020 Medical Records Access Act Fees, record release to other parties or facilities are subject to an initial fee of $30. Records will be transferred within 15 days of the written request.

*Practice Policies and Fees are subject to change at any time without notice. I have reviewed and agree to the above policies.

Authorization

I hereby consent to any necessary medical treatment for myself or the minor named below for whom I am legally responsible.

Billing and Payment:

- I permit payment directly to Healthy Start Pediatrics. LLC for any benefits due for services rendered. I understand that I am responsible for all charges; whether or not covered by my insurance company.
- I Authorization is hereby granted for release of any information required to process insurance claims. A copy of this authorization is as valid as the original. Regardless of any claim pending, you will receive periodic statements if your account has an outstanding balance. We cannot accept responsibility for collecting your insurance claim or for negotiating a settlement on a disputed claim.

No Show Policy:

- Patient must not arrive more than 15 minutes late; without proper notification
- Make sure to cancel wellness exam appointments a day prior to the appointment and sick appointments 1 hour prior to the appointment.
- Patients with 2 (two) no-shows within 1 (one) year may be considered for dismissal from practice.