

## After Hours Advice Nurse Service Billing Policies

We want to help you understand how our after-hours advice nurse service works and how it may be billed.

When our office is closed (evenings, nights, weekends, and holidays), you can call our main office number to speak with a licensed pediatric advice nurse. This service allows you to get medical guidance for your child when you need it most.

How the after-hours advice nurse service works:

- Calls are answered by a licensed pediatric advice nurse.
- The nurse provides medical advice, helps you decide next steps, and answers urgent questions.
- A summary of the call is sent to our office, reviewed by our staff on the next business day, and added to your child's medical record. This helps us provide continuity of care.
- This is different from insurance advice lines, which may not use pediatric nurses and do not share call information with our office.
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Billing information:

- After-hours advice nurse calls may be billed to your insurance as a medical service.
- A charge applies only if:
  - The call is not related to an office visit your child had in the previous 7 days, and
  - The call is not the reason your child is seen in our office within the next 24 hours or the next business day.
- The fee is billed to your insurance after review by our billing team.
- Your out-of-pocket cost (if any) depends on your individual insurance plan and may include a copay, deductible, or coinsurance.
- You may contact your insurance company using the CPT codes below to ask about coverage.

*Typical charges billed to insurance (based on call length):*

- *Phone call 5–10 minutes (CPT 98966): \$50*
- *Phone call 11–20 minutes (CPT 98967): \$92*
- *Phone call 21–30 minutes (CPT 98968): \$136*

How to reach the after-hours advice nurse:

- Call our main office number: 415-668-8900
- You do not need to call a separate number.

Important reminder:

- If your child is having a life-threatening emergency, please call 911 or go to the nearest emergency room immediately.

We understand that medical billing can be confusing. Our goal is to make sure you always have access to safe, reliable pediatric advice while keeping you informed about how services are billed.

If you have questions about after-hours calls or billing, please contact our office during regular business hours. We are happy to help.

Warm regards,  
SF Bay Pediatrics