



Alabama Pediatrics  
BUSINESS and BILLING POLICIES

### **Business Hours**

**Phones are answered by our staff Monday through Friday 8am to 4:30pm. Office closes at 5pm or when the last patient is seen. Saturday office hours are available MOST Saturdays from 8am until 11am.\***

Calls made outside of normal office business hours will be answered by our answering service. If the answering service connects a call to our nurse triage line at the request of the caller, this will result in a fee for after-hours call to a nurse. If a call does not involve an urgent matter, then we advise you to call the office during normal business hours. (911 should always be called in the event of an emergency.)

**\*Saturday hours may vary.** The answering service will answer any calls made outside of office hours.

### **Form Requests or Prescriptions Refills**

**Blue forms, sports forms, day care forms and any other form request will require up to 48 hours to complete.** Completed forms are available for pickup at the front desk. **There is a fee for each form requested outside of a well visit** and this is due upon pickup of the form (please see our fee schedule for specific fee information).

**Same Day Form Requests.** If you need a form same day or sooner than 48 hours, there is a fee for same-day form completions. This service is available if we have staff available to complete this request. Please call our office at 205-879-7888.

**Allow up to 24 hours for Refill Requests to be processed and available at your pharmacy.** Please note that you should monitor medicine carefully. It is the patient's or patient representative's responsibility to call a pharmacy to ensure a particular medicine is available. Our staff will complete the refill request, but we do not have access to pharmacy stock information. In the event a pharmacy is out of stock on a medicine, please call our office for a new refill request.

**Fees.** Please see our fee schedule for information regarding charges for forms, missed appointments, late cancellations, etc.

### **Vaccine Policy**

Alabama Pediatrics follows the Advisory Committee on Immunization Practice (ACIP) of the Center for Disease Control (CDC) and the American Academy of Pediatrics regarding immunizations. We will adhere to the vaccine schedules recommended by these organizations.

### **Patient Information**

The adult bringing the child to the visit will be asked to update patient information (insurance, address, phone numbers, etc.) at EACH visit. This is not an option. Part of providing the best care for your child includes keeping patient information updated. If you send a grandparent, relative, sibling, etc. to the visit with your child, please call our office in advance to find out about updating your information.



## Alabama Pediatrics

**Appointment Reminders.** We are happy to offer appointment reminder calls to the primary number on record. The reminders are a courtesy tool to assist parents with busy schedules. Parents/Patients are expected to put appointments on their personal calendar as a record of the appointment. *No show fees/late cancellation fees will be assessed regardless of whether you receive a reminder call.* Feel free to call or stop by the business office to update your primary contact number.

**Divorce/Separation.** Our priority is your child's health and wellbeing. Divorce, separation, and custody agreements can be difficult for families. Our staff and physicians will focus on your child's wellbeing. In the event of divorce, separation, or custody changes:

- **The adult/caregiver bringing the child to the office visit will be responsible for the visit's medical bills and any outstanding balances will be due at the visit check-in.** Copays and deductibles will be collected at the time of the visit.
- **Either parent has access to their child's medical information unless a court order is provided that specifically limits a parent's access to this information.** Without a court order, either parent has the right to make decisions regarding their child's medical care. Alabama Pediatrics will not serve as communication between parents. Parents should plan for communication with each care giver regarding health care decisions.
- **Any court orders provided by a parent/guardian will be entered into the child's medical record.** It is the responsibility of the parent/guardian to provide updated court orders. Alabama Pediatrics staff will comply with the most updated court order we have on file.
- **Should issues between parents become disruptive, we reserve the right to dismiss a family from our practice.**

### BECOMING A NEW PATIENT AT ALABAMA PEDIATRICS

To become a patient at Alabama Pediatrics, we need to have the following information:

- 1) **Is your child currently vaccinated with all required childhood vaccines as recommended by the CDC and AAP (see Vaccine Policy above)? Will you continue to adhere to the recommended vaccine schedule? We will not accept new patients who do not plan to follow recommended childhood vaccine guidelines. This does not include optional vaccines such as Covid and flu vaccines.**
- 2) **We will need records from your child's current healthcare provider prior to scheduling a visit.**
- 3) **We will need current information including your current insurance policy. We are not Medicaid providers.**



## Alabama Pediatrics

**NEWBORN SERVICES.** Our physicians at Alabama Pediatrics will come see your newborn in the hospital at UAB, UAB St.Vincent's, Brookwood Hospital, or Grandview Hospital. Please call the office if you would like to learn more about our in-hospital newborn visits. We also offer complimentary prenatal consultations prior to the birth of your child. If you wish to meet one of our physicians in person to discuss the upcoming birth and care for your newborn, please call our office at 205-879-7888 to schedule the consultation. These consultations are optional. However, if you are thinking of using Alabama Pediatrics for your child's care, please call the office prior to the child's birth to be sure that you will be accepted as a patient. When your baby is born, let the hospital staff know that you will be using one of our pediatricians. One of our doctors will visit your baby in the hospital each day. For the smoothest first visit to our office, please bring your current insurance card and government issued picture ID with you. It is important that you notify your insurance company immediately upon the birth of your baby. **The baby must be added to your insurance within 30 days of birth.** You may call our office at 205-879-7888 with any questions.

**PATIENT FINANCIAL RESPONSIBILITIES.** Alabama Pediatrics is committed to providing exceptional care for your child. However, there are financial responsibilities for our patients:

- **It is the parent/guardian's responsibility to bring the current insurance card to EVERY visit.** Keeping us informed of insurance changes helps us to ensure that you receive maximum benefit from your insurance coverage. Patients who are unable to provide a verifiable, active insurance policy will be considered "self-pay" for that day. Full payment for that day's office visit will be due at checkout on that day.
- **PRIMARY CARE PROVIDER:** If your insurance policy requires that you select a primary care provider PRIOR to your visit, this is the responsibility of the parent/guardian to contact their insurance to choose the primary care Provider (PCP). Our staff, as a courtesy, will try and help with this, but it is the responsibility of the parent/guardian to know that their insurance requires a PCP selection and to choose the PCP by contacting their insurance company PRIOR to the scheduled visit. Failure to comply with your insurance companies PCP selection policy could result in unpaid services that will be the parent/guardian's responsibility.
- **Copays and outstanding balances are due at the time of the visit, regardless of who brings the child to the visit.** Outstanding balances will be due at check-in. Please note that if you send a care giver or relative to the visit, please send a method of payment with them.
- **We are not Medicaid providers.**
- **Please be sure that patients over 15 years of age have your current insurance information so that they may provide this in the event they come to the office without the parent/guardian.**
- **New babies:** It is the responsibility of the parent of a new baby to coordinate with their employer and/or insurance company to notify them regarding the birth of your baby. **If you do not contact them within 30 days, you may risk a large financial burden due to unpaid charges.** If we are unable to verify that a baby has been added to the insurance by the 30<sup>th</sup> day of life, the parent(s) will be responsible for any uncovered charges. Our office will help our new parents with questions concerning insurance, but we are not able to add a baby to an insurance policy. This must be done by the parents.
- **Insurance change information** should be provided to our office immediately upon change.
- **It is your responsibility to understand your insurance coverage.** As a courtesy, we will help you understand your policy when possible and will file charges for medical services. However, our



## Alabama Pediatrics

staff cannot know the details of the many different insurance policies available (for example, there are many different types of Blue Cross policies). We advise that you know your insurance policy coverage and reach out to your insurance provider with questions.

- Our physicians determine medical care and treatment based on providing the best care for your child. **Any services provided in our office that are not covered by insurance will be the responsibility of the parent/guardian and are expected to be paid in full within 30 days of the service provided.** Please contact your insurance company for questions regarding your coverage details.
- Bills are mailed monthly for outstanding balances. **Any unpaid balances over 60 days old may be assessed a collection fee.** Balances over 90 days old may be sent to a collection agency. **Alabama Pediatrics reserves the right to dismiss a patient from our practice for nonpayment of outstanding balances over 90 days old.** You may call our office at 205-879-7888 any time you wish to discuss a bill.

### **MISSED APPOINTMENTS/LATE CANCELLATIONS/LATE ARRIVALS**

- Missed appointments are assessed a \$35 fee. Our staff has prepared for your visit, so please be sure to carefully note appointment times and dates. **Multiple missed appointments could result in dismissal from the practice.** It is the parent/guardian responsibility to remember appointment times.
- **Cancellations should be made more than 24 hours in advance.** A \$35 fee is assessed for late cancellation.
- We reserve the right to consider any late arrival (more than 15 minutes) as a missed appointment. Please arrive on time for each appointment. This is a courtesy to our staff and other patients.

**Patient or patient representative responsibilities.** We strive to provide exemplary care for each patient. It is the responsibility of each patient or patient representative to arrive on time for each appointment, pay balances promptly, and participate in courteous communication with our staff and medical providers. Alabama Pediatrics reserves the right to dismiss a patient from our practice when we feel that the patient's care may be best served at another medical office. In this situation, we will assist patients or their representative with transfer of care to another medical office and will provide interim care for 60 days to ensure continuity of medical care.

**\*\*\*CHANGES TO ANY POLICIES OR FEES OUTLINED ABOVE MAY BE MADE WITHOUT PRIOR NOTICE.**