



## Financial Policy

Re: Well visits and charges

Sick and well visits on the same day

Divorced parents

Phone Calls and Portal Messages

### Well Visits and related charges:

- Please be aware that Tanque Verde Pediatrics follows the American Academy of Pediatrics schedule regarding well visits. At each visit, there are age-specific recommendations for fluoride, surveys, labs and tests with which we comply for optimal care for your children. If your insurance does not pay for them, those charges become the patient's responsibility. If you would like a list of these tests, please ask the front desk and we can supply you with one.
- We require well visits yearly for all of our patients. This policy ensures that your child receives optimal care. Refill requests, sick visits and phone calls are most appropriately handled for children who have accurate weights, medical histories and updated information in our charts. If you request any of the above and your child is not up to date on their well visits, we will schedule them immediately so we can comply with your requests. We appreciate your participation in this policy by scheduling your well visits annually.

### Sick visits and well visits on the same day:

- Tanque Verde Pediatrics follows the American Medical Association coding and documentation guidelines. If your child comes in for a well-child visit, but in the course of this routine visit "an abnormality/ies is/are encountered or a preexisting problem is addressed" the appropriate problem-oriented evaluation and management service will be coded in addition to the preventive code. This may result in additional charges or a copay depending on your insurance.

### Divorced parents and payment for services:

- Tanque Verde Pediatrics will submit the bill for the date of service to the accompanying and authorizing parent who is present with the patient at the time of service. If there is a court decree or other agreement in effect, it becomes the responsibility of the parent that accompanies the patient to the visit and authorizes medical care to collect or get reimbursement as such. **Tanque Verde Pediatrics will not bill another individual for service.**
- It is also the responsibility of the accompanying parent to communicate to the non-accompanying parent any relevant medical information obtained at that appointment.

### Phone Calls and Portal Messages:

As of January 1, 2024, Tanque Verde Pediatrics will have new fees related to forms and telecommunication to our office.

We are happy to be a full-service office for your families. We are finding that the amount of medicine we are practicing via portal messages and phone calls is significant. These visits are time-consuming and are often done after hours as our practice is busy serving patients during regular business hours. This keeps you and your family out of ERs, Urgent Cares, and in work and school instead of in our office.

Since the pandemic, insurance companies have also realized the value of these visits and they have started covering these calls and messages with small compensation to pediatric offices. To collect these fees from your insurance, we have to charge and bill for them.

As of January 1, 2024, Tanque Verde Pediatrics may be submitting these messages and phone call charges to your insurance for coverage. If your phone call or message is related to an in-office visit from the prior 7 days, or if it generates a visit in the following 24 hours, it will not be billed. The cost of the phone call or message is related to the time that it takes to complete the interaction. If the interaction is less than 5 minutes, it will not be charged.

Portal messages to MD 5-10 minutes: \$10  
Portal messages to MD 11-20 minutes: \$30  
Phone calls to MD 5-10 minutes: \$15  
Phone calls to MD 11-20 minutes: \$50  
Phone calls to RN 5-10 minutes: \$10  
Phone calls to RN 11-20 minutes: \$25  
After hours RN phone calls (no minimum time): \$15

If there is a copay to these electronic visits or if you have not hit your deductible, you may be billed accordingly. Please confer with your plan to see if that will be the case. As always, it is up to the financially responsible party to be aware of the nuances of their particular coverage.

Lastly, we will be charging for all forms that are not generated from our office and handed to patients via the portal. If your child needs a sports physical AIA form that is done at the time of their well visit OR is requested later but will be sent through our portal, there is NO CHARGE. All clinical forms including but not limited to Allergy/Asthma Forms, Medication forms, and Sports physical forms that are not done through our portal will incur a \$10 fee. Legal and occupational forms including but not limited to Chronic Illness forms, IEPs, FMLA forms, guardianship or legal forms, etc, will incur a \$25 fee.