



January 2024

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.

Thank you for your support in this matter.