We are very happy to have you join our Practice. Because of the continuing changes in the healthcare industry we thought it would be helpful to provide you with our practice appointment/billing policies and how they relate to you.

**APPOINTMENTS:**
Please be prompt for all appointments as we strive to see our patients at their scheduled times. If you find you must cancel an appointment, please notify us as soon as possible. Missed or cancelled appointments with less than 24 hour notice will result in:
- 1\textsuperscript{st} time – a reminder letter
- 2\textsuperscript{nd} time – a charge of $50
- 3\textsuperscript{rd} time and subsequent visits thereafter – a charge of $50 and your physician will decide whether care can be continued at this practice.

**INSURANCES:**
- We participate with many different plans. Please verify with your insurance carrier that we are in network with your plan.
- Please bring your insurance card for scanning into your account and inform us whenever your insurance plan changes.
- PCP (Primary Care Physician) Information – When adding a new member or changing plans, please make sure the PCP information is correct.
- When a new baby is born, you must promptly notify both your insurance company as well as your Human Resources Department so that the baby can be added to your policy (your hospital DOES NOT do this)
- Please know your insurance plans’ guidelines regarding physical examinations (one every 12 months or one per calendar year), lab work and copays/deductibles.
- Copays and deductible payments are expected at the time of the visit or a $15 service charge will be added to your account.
- Account balances are due upon receipt of the first monthly statement. Outstanding account balances after the first statement will incur a monthly billing fee.

**UNINSURED OR NON-PARTICIPATING INSURANCES:**
Financial hardship should never stand in the way of medical care. Since open communication can benefit both parties, you should discuss your circumstances with the Business Office (585-381-4982) so that payment arrangements can be made as early as possible. If you need assistance in obtaining insurance for your uninsured child(ren), we are happy to help. We have a partnership with an insurance Navigator to assist you in obtaining insurance for your child(ren).
- If we do not participate with your insurance carrier, we will file the claim with them as a courtesy to facilitate prompt payment.
- We will bill your insurance company only once and it will be your responsibility to pay for our service within 30 days of the date of the visit.

We welcome you to our practice and look forward to providing medical care to your child(ren). Please do not hesitate to contact the Business Office (585-381-4982) if you have any questions.