

SUNNYSIDE PEDIATRICS
FINANCIAL POLICY

Thank you for choosing Sunnyside Pediatrics for your pediatric health care needs. We are committed to providing the best care possible and appreciate your trust. The following document covers our financial policies, please read it carefully. It is our intent to never have the care of our patients compromised for financial reasons. Please do not hesitate to contact our billing office at 801-953-1220 with any questions or to make payment arrangements.

1. Responsible Party

- Sunnyside Pediatrics will gladly submit claims to your health insurance for services provided.
- You will be responsible for any unpaid balance regardless of insurance coverage.
- In divorce situations, the parent bringing the child in for services is responsible for the charges that day unless previous arrangements have been made. A divorce decree is a document between you, your spouse, and the courts. Sunnyside Pediatrics has no authority to enforce its compliance.

2. Billable Services

- Sunnyside Pediatrics will charge for provider services, as well as supplies, vaccines, or medications used for the care of your children.
- Sunnyside Pediatric will charge for all scheduled, walk-in, and after-hours appointments. We will also charge for patients who are not scheduled (i.e. siblings of a scheduled patient) that the provider is asked to see.
- Occasionally a patient will be scheduled for one type of appointment but the provider may diagnose and treat another problem in addition to the scheduled service. When appropriate, Sunnyside Pediatrics will charge for the additional service. Some insurance companies will not cover both services, which may result in a denial of coverage or a higher copayment.
- Sunnyside Pediatrics reserves the right to charge you for no-shows or late cancel appointments.

3. Due at the Time of Service

- Per your agreement with your health plan, ALL copayments are due at the time of service.
- Payment in full is expected at the time of service for all self-pay patients. A patient is considered self-pay if you do not have proof of insurance coverage. A 20% discount will be given for payment in full.
- Payment in full is due at the time of service for any account with a previous bankruptcy.

4. Method of Payment

- Sunnyside Pediatrics accepts the following forms of payment: cash, check, money order, Visa, MasterCard, and Discover.

5. Insurance Coverage

- It is your responsibility to provide accurate and current insurance information at every appointment. If you do not have your insurance information with you, you will be considered self-pay and required to pay for services. If you provide health insurance information at a later date, we are happy to refund any payments made after we receive payment from your health insurance.
- It is your responsibility to verify that the provider you have chosen is a participating provider on your insurance plan prior to receiving services.
- It is your responsibility to verify benefits under your health plan. You will be responsible for any non-covered services. Sunnyside Pediatrics will not change procedure or diagnosis codes in order to make a service "fit" your insurance benefits.
- If you have a high deductible health plan through an employer group, you are required to pay any balance applied to your deductible within 20 days receipt of your explanation of benefits.

- If you have individual insurance through the Healthcare Exchange, you are required to have a credit card on file via our secure website to cover any services applied to your deductible or denied by your health insurance.

6. Statements

- Statements will be sent to you when we receive an explanation of benefits from your health insurance. Unpaid balances are due within 20 days receipt of the statement.
- It is your responsibility to provide Sunnyside Pediatrics with your current address and phone number. If your statement is returned for an invalid address, your account might be turned over to an outside collection agency.

7. Payment Plans

- In an effort to help you manage your health care costs, Sunnyside Pediatrics is happy to set up a monthly payment plan with you. All monthly payment plans are set through automatic payments via debit or credit cards.

8. Collections

- Accounts may be sent to an outside collection agency for the following reasons that include but are not limited to:
 - Invalid home address or home phone number
 - Failure to provide timely and accurate insurance information
 - Failure to pay account balance
 - Failure to follow through with monthly payment plans
 - Failure to follow through with other correspondence with Alpine
- Sunnyside Pediatrics will make every effort to work with you to keep your account out of collections. However, in the event that your account is referred to an outside collection agency, you will be responsible for the balance of the account and all reasonable collection fees.
- If your account is referred to an outside collection agency, your family will be dismissed from our practice. Sunnyside Pediatrics would provide urgent care for your children for 30 days from the date of the dismissal letter.

9. Returned Checks

- All checks returned unpaid by your bank are subject to a \$35.00 returned check fee and will be reposted to your account. After 3 returned checks, Sunnyside Pediatric will not be able to accept checks from you.

10. Dismissal from the Practice

- Sunnyside Pediatrics reserves the right to dismiss patients from our practice for, but not limited to, excessive no-shows, non-compliance to medical advice, or non-payment.
- If you are dismissed from our practice, Sunnyside Pediatrics will mail a certified letter to you. Sunnyside Pediatrics will provide urgent care for 30 days from the date of the dismissal letter. You will not be able to see any of the providers at Sunnyside Pediatrics after the 30 day period nor will we be able to refill prescriptions.

11. Questions

- If you have any questions regarding your account or any items in this financial policy, please contact our billing department at 801-953-1220.