

HENDERSONVILLE PEDIATRICS FINANCIAL POLICY

Hendersonville Pediatrics, P.A. strives to provide the best medical care to its patients at a reasonable rate. In most cases we are able to secure payment by filing your insurance and we are happy to do so provided we are supplied with current and accurate financial information. However, in order to continue to provide our services and meet our overhead, it is necessary for us to collect co-payments, coinsurance and deductibles at time services are rendered. We ask that you plan on paying these at each visit. If the child is not covered by insurance, payment is expected at time service is rendered. If you should have questions regarding charges or billing, you may request to meet with one of our Billing and Insurance Staff to assist you. Please carefully read our financial policy and again if you should have questions or concerns, please feel free to contact our Billing and Insurance Department for assistance.

- Fees are determined by the Physician delivering care to your child. If you have a question about a fee, our financial team will review this with the Physician and give you a response as soon as possible.
- All services are expected to be paid in full at each visit. We realize that situations may arise which make it impossible for your full payment at time of service. If this occurs, we expect that you will discuss other arrangements with a member of the financial team prior to being seen or prior to leaving the office. We expect these balances to be paid in full within 90 days.
- All claims are filed electronically at no charge to the patient. However, we can only file a claim if you provide us with accurate insurance information and updated information about your child including their Social Security number.
- The responsibility for payment of services rendered to minor children whose parents are divorced rests with the parent who seeks treatment. Any court ordered responsibility judgment is determined between the individuals involved without any involvement of our office.

PRIVATE INSURANCE PATIENTS

- We are participating providers in most of the major insurance company plans. Due to the large number of policies offered by insurance companies, it is important and the parent or guardian's responsibility to know what is required by your individual policy. ***You will be required to pay any co-pay prior to being seen.***

MEDICAID

- As participating providers, we will accept Medicaid as payment on all covered services. All charges will be your responsibility if you do not provide your Medicaid card on a monthly basis. If you have private insurance in addition to Medicaid, we are required by law to file all claims to your insurance before your claim can be filed to Medicaid.

CAROLINA ACCESS

- Through the Carolina Access Program, you will be required by your caseworker to choose a physician or practice to be your child's Carolina Access Provider. We will not be able to see your child if they are assigned to another physician or practice. We will make every effort to assist you in having your child reassigned to our practice. It will be necessary for you to contact your child's caseworker at the Department of Social Services if you choose to have Hendersonville Pediatrics, PA to be your child's Carolina Access Provider. It usually takes up to one month to have this change take place once it has been requested.