



2026 Financial and Office Policies

Insurance Plans: At each visit, please present your child(ren)'s up to date insurance card(s) to the front desk and our staff will make a copy to keep on file. We advise you to call your health insurance plan for any specific limitations (including preferred laboratories). Not all services provided in our office are covered by every plan. Examples include COVID-19 testing, vision screening, behavioral screening, lead, and tuberculosis screening. Medical care and treatment is dictated solely on medical necessity, and is not based on your individual medical coverage.

It is your responsibility to know if a written referral or authorization is required by your insurance company to see specialists, whether preauthorization is required prior to a procedure, and which specialists are in network. These referrals require a visit with your child's pediatrician first. Your insurance carrier may also require your child's pediatrician to be on file, and/or to appear on your child's health insurance card. If applicable, please ensure that you have updated this information with your insurance company.

If your insurance company requests additional information from you, such as evidence of coordination of benefits, they will not reimburse our office until you provide that information. Failure to provide this information may result in full charges that will be deemed your responsibility. Most insurance carriers require that newborns are added to your health insurance policy within thirty days of birth. Failure to do so may result in you being responsible for full charges.

Billing/Payment Policy: While the filing of insurance claims is a courtesy that we extend to our patients, all charges not covered by your insurance company are your responsibility. According to your insurance plan, you are responsible for any copayments, coinsurances, and deductibles. Any remaining unpaid balance after the insurance company has processed are due in full within thirty days of receipt of your billing statement. **All copayments are due at the time of service in our office.** We request that all families keep a credit card on file for all balances that are more than 30 days overdue. Past due balances over 120 days will be turned over to a collection agency and your family will be asked to find another practice.

Hamden Pediatrics is not a party in divorce or separation agreements. We will bill one guarantor. We do not handle billing or insurance coverage disputes between parents. The individual bringing in the child for services will be held responsible for any co-payment or unpaid charges on the account.

Sick at Well Visits: We are required to document any ADDITIONAL concerns or conditions that arise at well visits. The codes used may have charges and therefore may require a copay at your child's well visit as well as other fees that may not be covered by your insurance or that are applied to your deductible.

After Hours: You have several ways to reach us after hours, depending on your child's needs. We encourage families to utilize our patient portal for non-urgent requests. You can also call our office after hours, and our answering service will direct your call to the on call physician. Our physicians are required to document extended hours for visits and calls. If your insurance company does not cover the fee associated with these documentation codes, you may be held responsible.

Missed Appointments: It is your responsibility to give the practice at least 24 hours notice if you cannot keep a scheduled appointment. Other patients lose the opportunity to be seen when a no-show occurs. If you are more than ten minutes late to an appointment, we may kindly ask you to reschedule. You may be subject to a **fee of \$50.00** for each missed appointment. After three missed appointments in a twelve month period, dismissal from the practice is at the discretion of the practice.

Medical Records: Hamden Pediatrics will send free of charge, copies of: immunization history, most recent well care exam, growth charts, allergy, medication, and problem lists. If any additional items are requested to be copied, **\$0.65 per page** (allowable under Connecticut Statute) will be charged. A release form will need to be signed by the patient, guardian, or legal representative before records are released.

Forms: School, daycare, camp, sports, and WIC forms can be completed at the time of your child's well visit at no additional charge. Please give your forms to our receptionist when you check in or send them through the portal. Any additional forms brought or mailed in after a scheduled visit require at least two business days to process, and will incur a charge of **\$5.00 per form**. Please include a self addressed envelope if forms are to be returned by mail. *We require an appointment to initiate FMLA paperwork.*

Sports Physicals: If your child's last physical was not recent enough for sports clearance and you are unable to schedule a well visit before the forms are due, we offer screening/clearance exams with your child's pediatrician. These screenings are NOT covered by insurance. This clearance does not take the place of thorough routine annual well visits. A **fee of \$60** will be charged for this service and is collected prior to the visit. CVS Minute Clinics have similar sports clearance fees, however they do not have access to your child's records, medical history, or immunizations.

Prescription Policy: Our office requires an in person evaluation by one of the physicians for any new prescriptions. This is to ensure that any new medication is safe, appropriate, and necessary for your child. For this reason, our office cannot prescribe any antibiotics for acute illnesses over the phone. Prescriptions for controlled substances (such as medications for ADHD) are prescribed on a monthly basis. Please give us 72 hours notice for controlled substance refills. Certain medications (such as stimulants, asthma controller medications, psychiatric medication, etc.) require more frequent visits at 3 to 6 month intervals in order to keep your medication current.

STD Testing: As part of your adolescent's routine care, we will send a urine sample to Quest to test for chlamydia and gonorrhea. We can send the sample to Yale at your request. This screening is recommended by the American Academy of Pediatrics. Chlamydia and gonorrhea are common in adolescents and may be present without any symptoms in adolescent females. These infections can cause many complications in females, including infertility. The lab will bill your insurance.

Portal Policy: We require all families to be set up with our patient portal. Communication should be kept to non urgent concerns and medical questions. While we can offer advice or guidance, in many instances an appointment will be required to discuss your concerns and/or diagnose your child. Allow us at least 24-48 hours to respond to all messages. The patient portal is not routinely checked when the office is closed.

Release of Information: I authorize my physician, health care provider, and their representatives to release information relating to an illness, injury, diagnosis, care, or treatment to my insurance company, health plan, Medicare, Medicaid, or third party payor or their agents, contractors, subcontractors, or affiliates, schools and camps, provided they agree such information is kept confidential. Such information shall include, but is not limited to any medical records and medical information, including immunization information. I understand that the reason for furnishing such information may include the following: for use in medical, financial, or physician auditing, or other such auditing, as may be legally required, for utilization and/or quality of care review and assessment for determining available health benefits and coverage.

My signature below acknowledges that I have read and agreed to all of the policies listed above. If I have any concerns or need additional clarification, I have spoken with the front desk staff.

Signature of Responsible Party

Date

Relationship to Child(ren)