








We are pleased you have chosen Advanced Pediatrics for your child's medical home. For over 35 years, Advanced Pediatrics has been dedicated to providing the most advanced pediatric care available in a friendly and nurturing environment. We appreciate your cooperation in following our office and financial policies, so that we may continue to provide the very best care to our patients. Our staff is always ready to assist you with any additional questions or concerns you may have.





Office Policies



Appointments




-  In order to stay on time and provide the most comprehensive care to our patients, we require that all appointments be scheduled. Please call our main number at 303-699-6200 to schedule an appointment at any of our offices. Our appointment line is open from 7:30 a.m. - noon, and 1 - 5 p.m. Monday through Friday, and 7:30 - 11 a.m. on Saturdays.
-  Please call during our business hours to cancel or reschedule an appointment. Our answering service does not take messages about scheduling or canceling appointments.
-  Please be on time for your appointment. We request that you arrive 5-10 minutes early for your appointment to allow time for check-in. If you are late for a well-care appointment, we may need to reschedule so that our providers stay on time for all patients. Our providers strive to stay on time during the day but sometimes emergencies or complicated care issues can happen. We thank you for your patience during these times.
-  We request that you give us 24 hours notice if you are unable to keep an appointment, so that we may open it to another patient. No-show appointments are charged a \$45 fee and repeated no-shows may result in dismissal from the practice.
-  Please bring your insurance card and any required copayment to each visit.

Office Protocol

-  In order to keep our offices clean, food and drinks are not allowed in our reception area or exam rooms.
-  We need your full attention at your child's visit and request that you do not use cell phones in our office. You will be asked to turn your cell phone off if this becomes a problem.

Message and Call Back Policy

We strive to provide the best in customer care and want any questions or concerns to be attended to in a timely manner. Our message and call back policy is designed to respond appropriately to phone messages, while allowing our providers to give the focused care patients need during office visits. Our providers work closely with our registered nurses and encourage parents to contact our nurse advice line first for any health-related issues. Our message and call back guidelines are as follows:

-  To leave a non-urgent message for a provider, call our main number at 303-699-6200 and choose option #1. A care coordinator will send the provider a message if he/she is in the office that day or can send the message to another provider. Please note that it may be 24-48 hours before non-urgent messages are returned.
-  If your child is sick or your message requires a more urgent follow-up, your call will be transferred to our nurse advice line. Our nurses will assess your child's illness using nationally-recognized pediatric protocols and discuss recommendations with you. If medically appropriate, they will consult with one of our providers.
-  If you are calling because your child's symptoms have not improved you will be asked to schedule a follow-up appointment with a health care provider so that we may examine your child and reassess the situation.



Office Policies



Prescription Refills

- ✎ If your prescription was written with one or more additional refills available, please contact your pharmacy for refills. All other prescription needs may be called in to our prescription refill line by calling 303-699-6200, option #3. Refill requests are normally processed within two business days, so please call several days before you are in need of the refill.
- ✎ Refills for asthma and ADHD medications are subject to our care guidelines and require that your child be up to date on necessary follow-up and well-care visits before any refills can be processed.
- ✎ ADHD medications are controlled substances and these prescription refills must be picked up at one of our offices with proof of identification.

Immunizations

- ✎ We firmly believe in the immunization policies and recommendations of the American Academy of Pediatrics and the Center for Disease Control, and believe it is in the very best interest of all children to receive these immunizations on the recommended schedule. If you have strong beliefs that you do not want your child to be immunized, you may feel more comfortable at another practice that shares your philosophy.
- ✎ If you would like to discuss questions or concerns about vaccines or the immunization schedule, please schedule a separate immunization consultation appointment with one of our providers. Our web-site also has information regarding vaccines and their importance to children's health.
- ✎ Please bring your child's immunization record to each well-care visit so that we can keep it updated for you.
- ✎ We participate in the State of Colorado's Immunization Registry. This registry ensures that your child's immunization history is part of the State's data base. All immunization data is automatically transferred to the registry unless the parent "opts out" of participating.

Referrals

Our referral specialists are available to help you with referrals made by our providers for specialized services. Please note that the referral process normally takes a minimum of 4-5 business days. When a referral is ordered by one of our providers, one of our referral specialists will contact your insurance company and request authorization. Once your insurance company responds, we will call you with the authorization and specialist information. *For emergency referrals most insurance companies respond within 24 hours.* Our referral specialists may be contacted at 303-699-6200, option #4 or at 720-974-7188.

Lab and X-Ray Results

We will call you with lab and x-ray results as soon as possible. If we have been unable to reach you or if you have additional questions, please feel welcome to call our result line (303-699-6200, option #5) to leave a message for a return call.

Medical Records and Forms

We complete most forms at no charge to our patients. *Please note that most sports or camp forms require an up to date well care exam.* You may leave forms at any of our offices for completion, and we will contact you when the form is ready to be picked up (generally after 2 business days).

A copy of your child's immunization record will be provided to you at no charge at each well-care visit with immunization updates or during any office visit. Additional copies may be requested from our medical records department. Please allow 2 business days for processing.

Transfer or copying of medical records requires a signed release form from the parent or the patient (if over 18). If records are being sent to another physician, we will copy and send them at no charge. Records copied for personal use will incur a copying charge. Please contact our medical records department at 303-699-6200, option #6 to request a "Medical Records Release Authorization" form (or download it from our website), and allow a minimum of 5 business days for processing.

Confidentiality

Advanced Pediatrics fully complies with HIPAA regulations and our privacy policy has been made available to all patients.



Financial Policies





Responsible Party

You will be asked to identify one person who is responsible for coordinating your child's pediatric care with us. This is the person we will contact regarding any clinical or financial communications, though other adults may bring your child to a visit or carry health insurance for your child. The Responsible Party is the person responsible for the patient's account. Please note that a divorce decree or other financial arrangement between two parties does not determine who APA bills for services. We will bill the appropriate insurance, but will look to the Responsible Party for any balances remaining.








Fees and Payments

We understand that changing conditions in the economy and health insurance industry have made the cost of healthcare difficult for some families. Our fee schedule has been developed to be consistent with usual and customary charges in the community. Payment is expected for all office visits provided by our staff, including charges for immunizations, in-house lab work and medical supplies. In an effort to provide the most comprehensive care available to our patients, we make a number of services available to our patients at no cost, including our Nurse Advice Service, After Hours Service, and completion of most medical forms. Our Nurse Advice Service and After Hours Service can often save parents valuable time and money by recommending appropriate home care and avoiding an office or emergency room visit.

-  Please be aware that if any outside lab or x-ray services are required, you will receive a separate bill for those services from the lab or x-ray provider.
-  In addition to cash and check payments, we accept VISA, MasterCard, Discover, and American Express.

Insurance

Advanced Pediatrics accepts most commercial insurances, as well as TriCare and Medicaid. We do not accept insurance discount plans. If you have any questions about which insurance plans we accept, please ask one of our administrative or business office staff. Please note the following insurance guidelines:

-  Please use your child's legal name for all insurance and medical records and designate Advanced Pediatric Associates as your PCP (primary care provider) if your insurance requires a PCP.
-  In order to bill your insurance company for services provided, it is critical that we have current insurance information in our records. **We will ask for your current insurance card at each visit to ensure that our information is correct.**
-  If you have a deductible or health savings account plan, there may be a patient balance after the insurance company has paid their portion of the bill. We will bill you for this balance due and request payment be made within 30 days.
-  It is the Responsible Party's responsibility to be aware of the patient's insurance benefits. Not all services provided by our office are covered by all plans. Some insurance plans do not cover well-care visits or have limits on how often these well-care benefits can be used. If your plan does not cover well-care visits, immunizations, or has other specific exclusions, we may ask you for a deposit for these types of services. In all cases, the Responsible Party will be charged for any service not covered by the patient's insurance plan. Please feel welcome to ask us if you have any questions about your insurance plan - we may be able to help.
-  If your insurance does not cover immunizations, our staff can provide you with the names of community resources that can provide vaccines to you at a low cost. Please inform your medical provider if you are planning to receive immunizations elsewhere (and bring a record of these vaccinations to your child's next visit so that medical records may be updated).
-  If you have two insurances we will bill the primary insurance and the secondary insurance. We request that you provide all necessary insurance information to our office and promptly respond to insurance company requests to assist us in this *co-ordination of benefits* process.
-  Your insurance company may request additional information from you before they process claims. Please respond promptly to any requests from your insurance company. Failure to respond to insurance company requests may result in unpaid or denied claims in which case the patient becomes fully responsible for these charges.

Newborns

Please make sure that you add your newborn to your insurance policy within 30 days of birth to ensure coverage. Our newborn coordinator will contact you during this first 30 days to confirm insurance coverage for your newborn and to answer any questions you may have about our office or financial policies.

Medicaid and CHP+ Insurance

- 👉 APA participates in the Medicaid and CHP+ programs.
- 👉 We verify eligibility at the time the appointment is made.
- 👉 Medicaid patients are eligible for VFC vaccines at no cost.

Co-payments

- 👉 Many insurance plans require that the patient share in the cost of the visit by paying a copayment. Copayments are due at the time of the visit.
- 👉 The adult accompanying a minor patient is responsible for paying the copayment at the time of visit, regardless of whether this adult is the patient's Responsible Party.
- 👉 If a copayment is not paid you will be asked to sign a copayment agreement form, and a statement for the copay will be mailed to you. A \$20 billing charge will be added for this additional service.
- 👉 Non-payment of copayments may result in billing charges and collection activity.

Patients with No Insurance/Self-Pay

- 👉 A deposit is required prior to the office visit. Acute or sick care visits require a deposit of \$85 and well-care or consult-type visits (ADHD, Asthma, etc.) require a deposit of \$125. Patients will receive a 10% discount on their bill if they make full payment at the time of service. Otherwise, we will bill you for any balance due for the visit and request that you pay within 30 days. Please inform our reception staff how you will be taking care of the cost of your visit when you check in.
- 👉 Well-care visits may be rescheduled if a deposit can not be made at the time of service.
- 👉 Patients with no insurance are eligible to receive vaccines within our office from the nationally funded "Vaccines for Children (VFC)" program, at a cost of \$14.50 per immunization.
- 👉 APA works in cooperation with The Children's Hospital residency program and provides appointments with a resident physician at a 50% discounted rate (office visit portion only - does not include immunizations, lab work or medical supplies) for patients with no insurance. These appointments are available at our Aurora office only.

Returned Checks

We have a \$20 returned check charge for any checks returned to us by your financial institution as non-paid. In addition, a \$20 billing charge will also be added to your account for any statements sent as a result of a returned check.

Past Due Balances

- 👉 If you have a balance on your account you will be reminded of this when calling to make an appointment and will be asked to bring this payment with you to your next appointment.
- 👉 Past due accounts greater than 60 days are subject to third party action and potential discharge from the practice. Accounts sent for collection action will be assessed a \$30 collection charge.
- 👉 If you need special payment arrangements, please contact our business office to speak to one of our patient financial representatives. We are able to provide short-term payment plans for emergency situations.
- 👉 *Our collection policies are fair but firm.* We will never deny access to necessary medical services for our patients due to non-payment issues; however, patients may be discharged from the practice due to non-payment for medical services received. If a patient is discharged from the practice for financial reasons (including bankruptcy), we will give 30 days notice and provide emergency care during the notification process. These accounts may be turned over to an outside collection agency.

Please feel welcome to contact our Patient Business Office at 720-870-4740, option #1 with any questions you may have about our financial policies or your account.
