Montgomery Pediatrics, Inc.

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Financial and Office Policies

We thank you for choosing Montgomery Pediatrics as your child's pediatrician office. As one of the few remaining private practices in the area, our approach and fee structure may differ from those of larger medical groups or hospital-affiliated offices. We hope that you will appreciate the dedicated and personalized care we deliver.

Missed Appointments/Late Cancellations

Since we are a small office and our providers only work certain days of the week, their time is valuable. Late cancellations and missed or "no-show" appointments have a significant impact. We will always do our best to accommodate other schedules and reschedule appointments as soon as possible. Please note if you do miss an appointment or cancel an appointment with a provider within 24 hours, there is a $50 fee that will be charged to the patient account. If you miss a pre-scheduled ill appointment, the fee is $25. If a patient or family accrues 3 or more no-shows and/or late cancellations, we reserve the right to terminate the patient-provider relationship.

To allow our providers the time necessary to gather a history and examine their patients, prompt arrivals are imperative. We understand unforeseen events might occur and travel and arrival times may be impacted. If you know you will be late, please contact our office by phone as soon as possible so we can assess the schedule and speak with the provider if needed. If you arrive more than 10 minutes late for your scheduled appointment, you may be asked to wait until the next available time for your child to be seen or rescheduled for a different day.

Co-pays, Insurance, and Balances

Co-pays are the responsibility of the patient/guarantor and are expected at the time of service, even in the event the child comes unaccompanied to the appointment or an authorized person brings them. Please be prepared to pay your co-pay at the front desk, over the phone or through electronic check-in.

Every insurance policy and carrier is different. Our billing staff try to be as knowledgeable as possible, but ultimately it is the parent's responsibility to know the details and limitations of their insurance plan. We encourage you to confirm that the practice participates with your insurance carrier. We also ask that you inform us if there are any changes to your insurance plan or coverage. If you fail to provide new insurance information to us in a timely manner, this could result in denied claims and the responsibility of payment will fall to the guarantor.

We apologize for the inconvenience, but we do not participate with any Medicaid carriers. If Medicaid is your secondary insurance, any balance not paid by your primary insurance will be the responsibility of the guarantor and we will ask you to sign an Advance Beneficiary Notice (ABN).

After a claim has been processed by your insurance carrier, any amount not paid will become the responsibility of the guarantor. If any amount has been applied to your deductible, we are legally unable to provide discounts due to the contract we have with your insurance carrier.

If a patient/family has an outstanding balance, you may be asked for payment upon check-in at the next visit. If we do not receive payment in full at that time, we may pursue setting up a payment plan for the outstanding balance. If a payment plan is started, we aim to have the balance paid in full within 6 months. Longer terms of payoff are at the discretion of the billing manager.

If you have an active payment plan, it is your responsibility to let us know of any changes with the form of payment and request any newly accrued balances to be added to the plan. Defaulting on payment plans will terminate the plan agreement and may result in unpaid balances being forwarded to a third-party profit recovery agency to help us recover the debt. **Any balance not paid after all measures are exhausted may be turned over to a collection agency and the balance will no longer be between Montgomery Pediatrics and the guarantor. This may also result in dismissal from the practice.**

We accept cash, checks and credit/debit cards for payments in our office. Returned checks are subject to a $30 fee. More than 2 returned checks may warrant that all future payments received are either by credit card or with cash. We expect payment for this fee within 90 days.

If the patient/family has a change in health insurance coverage, we do offer a discount on services rendered that are not billed to insurance (self-pay). Any additional discounts are at the discretion of the providers/managers.

Balances Not Billed to Insurance

*Fees listed below will be the responsibility of the guarantor if they are applied.

After hours calls – We encourage you to call our office with any questions or concerns and we will be happy to assist you. Our nurses are available Monday-Friday, 9am-5pm and on Saturdays 9am-12pm, apart from major holidays. We understand that illnesses can occur at any time and concerns may need to be addressed outside of business hours. There is a provider on call to provide triage and advice in these instances. There is a $30 fee if you utilize this service.

Record Transfers – Our office provides medical care for children from birth to age 18 or graduation from high school, whichever comes last. When requesting medical records, a complete copy is provided electronically once per calendar year at no charge. Additional requests within the same calendar year are $25.

Record summaries, which include the last well visit, immunization records and growth charts are provided electronically free of charge with no limit.

If medical records or record summaries are requested on paper, there will be a $25 fee per patient applied to your account and the fee must be paid before records are printed. If you would like the paper records mailed to you or another office, there will be an additional $10 postage fee applied. This fee must be paid before records are mailed.

Our policy allows 30 business days to complete medical record requests. This process can be expedited to 5 business days for a fee of $25. Expedited requests for paper copies are subject to the $25 paper copy fee as well as the $25 expedited fee. If you request them to be mailed, the postage fee will also apply. This fee must be paid before records will be shared.

Forms Policy – We are happy to accommodate all school, camp, work and daycare forms for current patients. Forms will only be completed if your child has been seen for a well child visit within the last 12 months. Health history portions of any form must be completed by the parent/patient before the provider can complete the form. Medication forms will only be completed for medications prescribed by our providers.

Forms are accepted in person, via the patient portal, faxed to 513-984-5554, mailed to the office or emailed to forms@montgomerypeds.com. Completed forms are generally emailed but can be picked up from our office if preferred. If you would like a form mailed back to you, you must provide a stamped and self-addressed envelope.

Please allow 5 business days for forms to be completed. If you need a form completed sooner than the 5 days, there will be a $20 expedited fee applied to your account per form requested and we will return the form(s) to you within 2 business days. We expect payment for this service before the form is returned.

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