



Office Policies and Procedures

Thank you for entrusting the care of your child to the Bucci Lancer Pediatrics team. We are committed to providing the best care possible and this goal is best achieved if you are aware of our office policies and procedures. If you have any questions, please do not hesitate to ask a member of our staff.

Missed Appointments/ Cancellations/Late Arrivals

- If you are not able to keep your appointment, we request that you provide at least 24 hours advance notice. Bucci Lancer Pediatrics will charge a \$50.00 fee for missed appointments and canceled appointments when we receive less than 24 hours' notice (preventive and medicine check visits).
- If you arrive 15 minutes late (or later) for your appointment, we will do our best to accommodate you. However, on certain days, it may be necessary to reschedule your appointment.

Insurance

- We participate with many insurance plans, however, coverage varies widely and part or all of your services may not be covered by your plan. If we participate with your insurance plan, we will submit the claim for you. It is your responsibility to provide accurate and timely insurance information to our Practice. Inaccurate or untimely insurance information may result in denial or non-coverage of services and will become the financial responsibility of the guarantor.
- If we are designated as your primary care physician (PCP), please ensure that our name and phone number appear on your insurance card. If your insurance plan requires a PCP designation, and we have not been designated, we may need to reschedule your appointment or you may be responsible for charges associated with the visit.
- It is your responsibility to understand your benefit plan, including covered services and participating laboratories. Unless otherwise notified by you, lab requisitions will be sent to **LabCorp**. Also, please be aware that not all plans cover annual health (well) physicals, sports physicals, or hearing and vision screenings. If services are not covered, you will be responsible for payment.
- In most cases, new babies must be added to your insurance policy within 30 days of birth or you wait until the next open enrollment period to add the baby. New babies may require several visits, please ensure that your baby is added to the policy within the required time period.

Billing

- As part of our contract with the insurance companies, we are required to collect copays at the time of the visit. If you are not able to pay the copay, it may be necessary to reschedule the appointment.
- Full payment is due at the time of service for self-pay patients.
- We understand that there may be extenuating circumstances where full payment for balances may not be possible. In these situations, we ask that you contact our Billing Department to set up monthly payment arrangements. We may require a credit card on file (in our secure patient payment portal) for monthly payment plans. You may be assessed a \$10.00 per monthly fee for balances over 30 days.
- If you have an overdue balance, and you have not made financial arrangements with the Billing Department, we may need to reschedule your appointment.

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- Unresolved, outstanding balances (where financial arrangements have not been made with the Billing Department) may result in dismissal from the Practice.
- We accept Visa, Mastercard, American Express and Discover credit cards as well as personal checks. We do not accept cash. Returned checks will be assessed a \$25.00 fee.

Referrals

- Advance notice of 3-5 business days is required for non-emergency referral requests. It is your responsibility to determine if the specialist participates in your plan.
- It is your responsibility to know if a written referral or authorization is required to be seen by a specialist and whether preauthorization is required prior to a procedure and the services that are covered.

Forms

- School/Daycare/Camp physical forms are completed at no charge at the time of your child's well visit. A \$10.00 fee (per form) will be charged for forms completed outside of the well visit. Children are required to undergo a well visit within one year of the form request. Payment is due when forms are dropped off and will be completed within 3-5 business days.
- A \$50.00 fee will be charged to review and complete Family Medical Leave forms . Please allow 5-7 business days to complete.

Record Release Fees

- The Health Information Portability and Accountability Act restricts us from releasing medical information without your written permission. Medical records will be provided to you electronically (through the patient portal) at no cost.
- A fee of \$0.76 per page will be assessed for printed records up to a maximum of \$22.00 per record.
- Please allow at least 2 weeks to process medical record requests.

Vaccine Policy

- We strongly believe in the importance of vaccinating your child and will not continue to see families who are unwilling to vaccinate their child. We do provide one altered vaccine schedule for parents who wish to stagger their child's vaccines, however, there is a \$25.00 out-of-pocket fee per visit for this service.

Unaccompanied Minors/Assumption of Treatment Consent

- We may, on occasion, agree to treat unaccompanied minors. Unaccompanied minors will receive medical treatment as we deem appropriate and receive vaccinations according the recommended schedule.
- If a patient is accompanied by an adult, other than a parent, we will assume that the parent is allowing the accompanying adult to consent to any and all treatment and/or vaccines recommended by the Practitioner.

Prescription Refills & Return Phone Calls

- Prescription refill requests will be reviewed by the physician, please allow 48 hours following the request.
- Controlled substances prescriptions must be picked up in person by a parent (for children under 18).
- Please allow 48 hours for return calls from physicians.