



Stages Pediatrics Office Policy

Please take a moment and review Stages Pediatrics' Final Policies and sign below. By signing you understand the policies; if you have any question feel free to ask any staff member.

- If patient's insurance eligibility is unable to be verified on the date of services, you will be obligated to pay the visit. After we received the claim, it has been paid then we will be glad to reimburse you with a check.
- **COPAYS** must be paid before being seen by the doctor. If the co-pay is unable to be paid at day of service a 3 day grace period is given. After the 3 days there will be a \$5.00 late fee.
- WE DO NOT ACCEPT United Health Care Community, Aicare, Tricare
- We we accept almost all PRIVATE insurances such as (AETNA, CIGNA, Blue Cross Blue Shield, GHI PPO, HIP HMO
- Oxford, Emblem, Most HMOs and Medicaid, etc. with expectation of a few plans.
- **Mothers with newborns and PRIVATE insurance have a 30 day grace period (60 days for Federal Employees only) where the baby will be covered ONLY IF the insurance was notified of baby's birth. On day 31/61 the baby must have coverage. If birth has not been notified visit should be paid on date of service. Payment will be refunded once private insurance has paid for full amount of visit.**
- If mother has NO Medicaid but is in process of receiving health insurance for the baby, the first visit should be paid will be refunded once the HMO or Medicaid has paid for the full visit.
- If patient has not started process of application for Medicaid HMO Health Insurance on the date of the date service the full amount is due. In the case the application has been started payment for the visit will be waived as long as our provided has been selected as a PCP and insurance is active on the next 30 days.
- A Payment plan is available and should be arranged if balance is not paid off completely. Patient with balances will be discussed before seeing the doctor. In case of an existed balance 50% of the balance must be paid before seeing the doctor otherwise we will need to reschedule your visit till payment is received.
- Same day's appointments for sick visit available everyday depending on ability, Walk-ins are welcome from 1:00pm to 4:30pm on Monday, Wednesday, and Friday. We can't guarantee physical exams will be done as a same day and walk-in. Physical exam **MUST** be schedule with PCP.
- If patient show up 20 minutes after their appointment; it will be considered as a "walk-in" and will be seen after the appointments and the walk-in patient already waiting to be seen.
- We appreciate well exam appointments be cancelled 24 hours in advance when needed. Same day appointments are reserved for sick visits and vaccine only; Do not come without appointment for Physical and Well Child Exams; They need to be schedule with Personal Pediatrician (PCP)
- After 4:30pm the office is open ONLY for appointments Monday Wednesday and Friday.
- Only one courtesy visit is allowed to established patients that are waiting for insurance coverage.
- **Parents are responsible for following up with their child's Labs on patient portal. Doctors will contact you to discuss some labs; if another encounter is requested by patient to discuss labs or need further discussion, treatment or referral by the doctor, a copayment may be due at the time of the follow up visit.**
- On most instances Wellness visits don't have co-pay but if your child comes and is sick or needs some other medical attention besides a well-exam, they will be liable for any patient responsibility that the insurance applies, (includes co-pays, deductibles, co-insurance)
- The office has two providers, with different schedules; keep in mind that Dr. Gamundi and Dr. Pena may not be available to see your son/daughter for every visit. Please set up appointments with your doctor of preference ahead of time. Your doctor of preference should always be the doctor on your insurance card.
- We strongly encourage you to use your **patient portal** to request **Referrals, labs results, and medication refills** at last three to seven days ahead of times please **DO NOT** request any of those by regular e- mail. Secured mail via your portal is preferable.
- It is not our responsibility to check if the referred specialist accepts your insurance. Please make sure they do if they don't call your insurance and they will assist you with a specialist around your area and that accepts the insurance. If not, you may/will get a bill.
- Physical forms will be filled out within a week from the day it was dropped off at the office assuming that physical exam, immunization and blood results are up-to-date.
- WIC forms and medication (asthma) forms will be filled out within 3 or 4 days when dropped or at the time of visit.
- If for any reason you decide to transfer your records to another pediatric office there is no fee when transfer made via fax or obtain by your patient portal. Any open balance will need to be closed.