

## **Bakersfield Pediatrics**

### **Office Policies**

#### **Appointments**

- We ***DO NOT*** accept walk-ins; you must call for all appointments.
- If you no longer need your scheduled appointment, you are required to give our office 24 hours notice. Failure to do so will result in a \$25.00 missed appointment fee.
- If you cancel an appointment that was scheduled on the same day, you must call and cancel the appointment within 4 hours of your appointment or you will be charged a missed appointment fee of \$25.00.
- Failure to cancel a Behavioral Appointment will result in a \$40.00 missed appointment fee. If you arrive late to your Behavioral Appointment, you will be rescheduled and charged a \$40.00 fee
- If your child's appointment is scheduled on a Monday and you need to cancel after normal office hours. Please call our office and leave a message with the answering service, you will need to give your child's name and time of appointment. The answering service will notify our office by fax.
- If your child is under the age of 18, a parent, guardian or authorized person must accompany your child for all visits.
- If you are more than 15 minutes late your appointment will be rescheduled. You will be charged a \$25.00 missed appointment fee.
- If you are going to be late, please give our office a courtesy call to let us know.
- Our providers **ARE NOT** contracted with CCS. Therefore, we cannot treat your child's CCS illness without prior-authorization. All CCS covered illnesses must be treated by your current CCS provider.
- For all Kern Health Systems, and Health Net Medi-Cal patients, you will be discharged from the practice after 3 no shows for established patients, and after 2 no shows for new patients.

#### **Insurance**

- Our office accepts most PPO insurance policies.
- Our office accepts GEMCare or Golden Empire Management HMO
- If we are not contracted with your insurance, we will collect the out of network benefits at the time of the appointment.
- Our office accepts Kern Family Health Care Medi-cal with some age restrictions.
- It is the parent's responsibility to know your insurance benefits and what services are covered and non-covered.
- If for any reason your insurance company does not pay for your child's office charges, you are responsible to pay upon receipt of notification.
- Co-payments are due at check-in; Co-Insurance is due at check-out. +
- If your insurance changes in any way, it is the responsibility of the parent to notify our office immediately.
- Parents are to respond to any insurance questionnaires or denials within 3 days of said documents. Failure to respond can result in an insurance denial and responsibility of account balance.

### **Account Balances**

- Payment for your account balance is due upon receipt of statement.
- If your child is scheduled for a ANY visit and you have an outstanding account balance you will be required to pay any prior balance in full.
- If your account balance becomes over 120 days past due, your account will be sent to collections. Once you have been sent to collections your child/children will be discharged from the practice and you will have 30 days to find another physician.
- It is the parent's responsibility to respond to your insurance inquires in a timely manner to avoid any billing delays, otherwise office charges will be the parent's responsibility.
- Cash pay accounts are due in full at time of service.

### **Change of Personal Contact information**

- It is the responsibility of both parents to provide our office with any change of address and/or phone numbers immediately.

### **Payment by Check**

- If you write a check payable to Bakersfield Pediatrics, you will be required to show your ID or a valid California Driver's License.
- We do not accept out of area checks, third party checks, etc.
- We do not accept unprinted checks.
- If your check is returned unpaid for any reason, we will no longer accept any check on your account. A \$25.00 returned check fee will be added to your account balance.

### **Insurance Coverage for Newborns**

- Not all insurance companies automatically cover your newborn baby. It is your responsibility to understand the process required by your insurance plan to add your newborn to your policy. Our office will assist you in any way we can.
- If you DO NOT have automatic newborn coverage for your baby, then parents will be required to pay 100% of office fee at the time of service. Contact our billing department when you enroll your newborn to discuss reimbursement.
- ***Kern Family Health Care Medi-Cal*** newborns need be added to Kern Family upon delivery. Kern Family will then provide a I.D. # for your newborn. If mother is eligible with Kern Family, your newborn qualifies for automatic newborn coverage during the month of birth and the following month. Parents are required to enroll their newborn to insure continued coverage. Otherwise the coverage will be terminated.

### **Appointment Waiting Time**

- We have 2-4 Providers treating patients on a daily basis. Depending on their schedules it is possible for another patient who signed in after your child to be called back to a room before your child. Their appointment is possibly with a different provider than the one seeing your child. We appreciate your patience.
- Please be aware that we may have to treat according to the gravity of the situation. This may prolong your waiting time. We appreciate your understanding.

### **Medical Records**

- If you would like a complete copy of your child's medical records to be sent to another doctor we ask that you allow 3-4 weeks from the time you turn in your completed Release of Records form.
- If you would like a copy of a single office visit or a copy of a lab result, there will be a minimum \$5 charge.
- If you would like a copy of your child's medical records for your personal records, please allow 3-4 weeks from the time you turn in your completed Release of Records, also there will be a \$25 charge per child. There will be an additional fee of \$15 if the chart is in storage.
- If you request a copy of your child's immunization record or past physical form, please allow 3-4 days from the date requested.
- There will be a \$5 charge for new immunization records, which will be charged to your account upon the request for the new card.
- **ALL** medical records will be mailed unless you request to pick them up.
- **We do not email any medical records.**

**CELL PHONE USAGE IS NOT ALLOWED IN  
WAITING ROOMS OR TREATMENT ROOMS**

**FOOD AND DRINKS ARE NOT ALLOWED IN THE OFFICE**



**ACKNOWLEDGEMENT OF OFFICE POLICIES**

Acct#: \_\_\_\_\_

Chart#(s): \_\_\_\_\_

Name of Responsible Party: \_\_\_\_\_

**I \_\_\_\_\_,  
have received, read and understand the office policies for Bakersfield Pediatrics.  
I understand that the office policies apply to all family members on my account.**

\_\_\_\_\_  
Signature of Responsible Party

\_\_\_\_\_  
Date

\_\_\_\_\_  
Received By

\_\_\_\_\_  
Date