

## TULLAHOMA PEDIATRICS, PLLC/ MANCHESTER PEDIATRICS

### FINANCIAL POLICY

Welcome to Tullahoma Pediatrics, PLLC/Manchester Pediatrics! We're glad you've chosen us as your child's pediatricians and we strive to give your child the best in medical care. We understand that in addition to needing to feel comfortable with your child's physician, many parents have concerns about the financial policies of the practice. This information is designated to answer frequently asked questions.

#### CONTRACTED INSURANCE FILING:

We do take most private insurances. If you do not see your insurance company listed please call our billing department to verify coverage. We currently have contracts, and are considered "in network" with the following insurance companies/plans:

Blue Cross Blue Shield	Principal	Great West	Cigna
Tricare Standard	FMH Benefit Services	Aerospace	Aetna
United Health Care	Benefit Planners	GEHA	

We do NOT participate in PHP, Amerigroup or Tricare Prime.

Tullahoma Pediatrics/Manchester Pediatrics policies regarding our participation with the following contracted plans are as follows:

United HealthCare Community Care Plan  
TennCare Select  
BlueCare

1. Tullahoma Pediatrics/Manchester Pediatrics has agreed to file insurance claims for patients who participate in these plans. In order to do this as accurately as possible, we MUST see your child's insurance card at each visit; and if you participate with a managed care program, one of our physicians' names must appear on the card.
2. IF YOU DO NOT HAVE YOUR CHILD'S INSURANCE CARD AT EACH VISIT OR ANOTHER PHYSICIAN'S NAME APPEARS ON THE CARD, YOU MAY BE ASKED TO SIGN A WAIVER AND LEAVE A PAYMENT AT THE TIME OF VISIT.
3. We will, in some cases, accept a paper copy of online eligibility at check-in, as long as it includes patient's name, proof of eligibility for medical services on the date of service, and online address of contracted insurer.
4. We collect all co-payments at the time services are rendered and file insurance on a daily basis.
5. Any services that are deemed to be the family's responsibility (additional co-pays, co-insurance, deductible, etc) or that are considered non-covered by your insurance will be put to patient balance and are due immediately.
6. Any service that we file with your insurance that is not responded to after 90 days from the date of service may be transferred to patient balance. This balance will remain the responsibility of the family until payment is received or written correspondence is received by the insurance company verifying that payment is forthcoming from them.
7. A monthly statement will be sent to you detailing unpaid charges. If you have questions regarding items which have not been paid by your insurance, we ask that you contact your insurance company or employer as benefit packages vary by employer.

## **TULLAHOMA PEDIATRICS, PLLC/ MANCHESTER PEDIATRICS**

### **FINANCIAL POLICY**

#### **NON-CONTRACTED INSURANCE OR SELF-PAYS:**

If we do not participate with your insurance plan, we ask that you pay in full at the time services are rendered.

#### **SEPARATED/DIVORCED FAMILIES:**

1. For those families where parents are separated or divorced, the parent authorizing treatment and bringing the child to be seen is responsible to us for payment. All payments are due when services are rendered.
2. In case of contracted insurance only, co pay is due at the time services are rendered. Subsequently all charges deemed parent responsibility by the contracted insurer are due to Tullahoma Pediatrics/Manchester Pediatrics by the parent who authorized treatment.
3. If the divorce decree requires the other parent to pay all or part of the treatment cost, it is the authorizing parent's responsibility to collect from the other parent. Tullahoma Pediatrics/Manchester Pediatrics will not act as a mediator in collecting our payments.
4. A copy of the bill with appropriate insurance coding will be given to the authorizing parent upon request.
5. If the account is not resolved in a timely manner, the authorizing parent's information may be submitted to our collection agency.
6. Non-Compliance with this policy may result in transfer of care to another practice.

#### **PRACTICE CLOSED TO THE FOLLOWING PANELS:**

Tullahoma / Manchester Pediatrics is closed to the following populations:

PHP

Amerigroup

TriCare Prime

\*A patient is established only if they have been seen by one of our providers within the past 3 years.