

PANORAMA PEDIATRIC GROUP  
220 LINDEN OAKS, SUITE 200  
ROCHESTER, NY 14625

**Welcome to our Office!**

We are very happy to have you join our Practice. Because of the continuing changes in the healthcare industry we thought it would be helpful to provide you with our practice appointment/billing policies and how they relate to you.

**APPOINTMENTS:**

Please be prompt for all appointments as we strive to see our patients at their scheduled times. If you find you must cancel an appointment, please notify us as soon as possible. Missed or cancelled appointments with less than 1 hour notice will result in: 1<sup>st</sup> time - a warning letter; 2<sup>nd</sup> time – a charge of \$25 for a sick visit and \$ 50 for a physical will be added; 3<sup>rd</sup> time – Your physician will decide whether care can be continued at this practice.

**INSURANCES:**

- We participate with many different plans. Please verify with your insurance carrier that we are in network with your plan.
- Please bring your insurance card for scanning into your account and inform us whenever your insurance plan changes.
- PCP (Primary Care Physician) Information – When adding a new member or changing plans, please make sure the PCP information is correct.
- When a new baby is born, you must promptly notify both your insurance company as well as your Human Resources Department so that the baby can be added to your policy (the Hospital DOES NOT do this).
- Please know your insurance plans' guidelines regarding physical examinations (most allow only one every 12 months), lab work and copays/deductibles.
- Copays are expected at the time of the visit or a \$10 service charge will be added to your account.
- Deductible and all other account balances are due upon receipt of the first monthly statement.

**UNINSURED OR NON-PARTICIPATING INSURANCES:**

Financial hardship should never stand in the way of medical care. Since open communication can benefit both parties, you should discuss your circumstances with the Business Office at **(585-381-4982)** so that payment arrangements can be made as early as possible. If you need assistance in obtaining insurance for your uninsured children, we are happy to help with that. We have partnerships with several insurers to explore your eligibility; but the sooner you apply the better, as it usually takes about 6-12 weeks to obtain active coverage and most will not cover visits that have already occurred.

- If we do not participate with your insurance carrier, we will file the claim with them as a courtesy to facilitate prompt payment.
- We will bill your insurance company only once and it will be your responsibility to pay for our service within 30 days of the date of the visit.
- We encourage families with no insurance or high deductible plans to leave a credit card on file. You will not receive a bill. We will charge the balance to your credit card and send you a receipt for your records.

**We welcome you to our practice and look forward to providing medical care to your child(ren). Please do not hesitate to contact the Business Office (585 381-4982) if you have any questions.**