

VESTAVIA PEDIATRICS
BUSINESS OFFICE INFORMATION

BUSINESS OFFICE

We have a knowledgeable Business Office staff that are happy to assist with questions or concerns that may arise from your child's office visits. Business Office hours are from 7:30am to 5:00pm, Monday through Friday. For questions that arise after hours or on weekends, there is a voice mailbox that is monitored closely. Your calls will be addressed the morning of the following business day.

Vestavia Pediatrics Business Office

1936 Old Orchard Road
Vestavia Hills, AL 35216-2298
(205) 978-5720

Melissa Gentry, Business Office Manager

Melissa.gentry@childrensal.org

INSURANCES ACCEPTED

We accept, and are providers for, most major insurance policies. If you have questions about a specific plan, please call the insurance company and inquire if Vestavia Pediatrics is "in network" with the plan.

FINANCIAL POLICY

Thank you for choosing Vestavia Pediatrics as a healthcare provider for your child. It is a privilege for us to participate in his/her medical care. We hope that your experience with our clinic will be a pleasant one as we work together to meet the medical needs of your child. As you know, to continue to provide the proper level of medical care, prompt payment of the charges for our services is essential. To help clarify our billing procedure, the Vestavia Pediatrics Financial Policy is outlined below:

- **Payment is due in full at the time of services unless you are covered by one of our contracted insurance carriers.** For patients with private insurance, we will provide the

necessary paperwork and answer any questions you may have to enable you to file for your reimbursement.

- If you are covered by one of our contracted insurance carriers, all co-pays are due at the time of service. We accept cash, check, debit card, Visa, MasterCard, Discover Card, and American Express.
- We will file for payment from your insurance company if you are covered by one of our contracted insurance carriers. It is your responsibility to provide us with the correct insurance information. Unpaid claims will be re-filed one time, if we have not heard from the insurance carrier and, if then not paid, it will become your responsibility.
- All claims that are denied by your insurance carrier will be your responsibility.
- **We cannot accept divorce decrees as assignment of responsibility for a child's medical bills.** The parent accompanying the child will be responsible for paying any fees due at the time of service and seek reimbursement from the other parent.
- We realize that there are circumstances and events that make the payment at the time of service difficult or impossible. When these situations arise, we will be happy to work out a payment plan with you if you will contact our Patient Financial Advocate at (205)978-5720.
- Once your insurance is processed, a statement will be sent by text, email, or paper. Please contact the Business Office with any questions you have regarding your statement/balance. Please do not assume that your insurance company will pay the balance.
- Accounts that are more than 90 days past due will be sent to our collection agency. If this becomes necessary, your account may be terminated, and you will have 30 days to establish an account with another pediatric practice.
- It is your responsibility to notify us if at any time your insurance coverage changes.
- A \$35.00 fee will be assessed to your account if appointments are not kept or rescheduled 24 hours in advance of appointment time.

NON-COVERED SERVICES

We deal with dozens of insurance carriers and plans and, therefore, are unable to be familiar with each plan's coverage. It is your responsibility to be familiar with your individual plan's coverage. If you have questions regarding coverage for specific procedures (immunization, flu vaccine, lab tests, checkups, etc.) please contact the customer service department listed on the back of your insurance card. You are responsible for paying any fees not covered by your insurance.

REFERRAL TESTING

At Vestavia Pediatrics we can do most routine lab tests and x-rays onsite. However, on occasion when special lab studies are necessary the specimens will be sent to an outside reference lab and you and/or your insurance company will be billed directly from the reference lab. Our primary concern is the care of your child.