

26161 La Paz Road, Suite 115 • Mission Viejo, CA 92691 • P) 949.206.0001 F) 949.206.0011

At Mia Bella Pediatrics, our goal is to create and maintain an excellent physician-patient relationship while providing high quality healthcare for your child. An integral part of that relationship includes a mutual understanding regarding Mia Bella's payment and billing policies.

As a courtesy to our parents, Mia Bella will continue to submit claims to your insurance company for visits and services provided by our doctors on your behalf. However, please realize that the relationship remains between you (the insured) and your insurance company, and not Mia Bella. Your insurance company determines what the physician is paid for services and what amount of this will be paid by you (the insured). We recommend you familiarize yourself with your insurance policy including learning what is and is not covered by your plan, including your co-pay, deductible, and co-insurance. Please see the Patient Form tab of our website ([www.miabellapediatrics.com](http://www.miabellapediatrics.com)) for help.

Please read the following information and initial each item

- \_\_\_\_\_ 1. On arrival, please present your current insurance card at every visit. If the insurance company that you designated when making your appointment is incorrect or has changed, you will be responsible for the full cost of the visit and will be responsible for submitting your claim to the correct insurance company for reimbursement.
- \_\_\_\_\_ 2. If you have an HMO policy, please make sure Dr. McNulty or Dr. Stahl is selected as your primary care physician and that our name or phone number appears on your insurance card. If your insurance company has not been informed that we are your primary care physicians as of the date of your visit, you will be personally responsible for the full cost of the visit and will be responsible for submitting your claim to the insurance company for reimbursement.
- \_\_\_\_\_ 3. According to most health insurance policies, babies must be added to the parent's policy within the first 30 days after birth. If this is not done, your insurance may not cover your child and you will be personally responsible to Mia Bella and other health care providers for the cost of all care provided, including the hospital stay.
- \_\_\_\_\_ 4. Co-payments are due at time of service. A \$10 service fee will be charged in addition to your co-payment if the co-payment is not paid at time of service or by the end of the day of the visit.
- \_\_\_\_\_ 5. For scheduled appointments, prior balances must be paid prior to the visit.
- \_\_\_\_\_ 6. Patient balances are billed within one week of receipt of your insurance plan's explanation of benefits. Your remittance is due within 10 business days of your receipt of your bill or at the time of the next visit, whichever comes first.
- \_\_\_\_\_ 7. We require 3 hours notice for canceling any appointments. There is a \$35 charge if we are not notified within 3 hours of your visit. There is no fee for late arrivals, however we request that you show up on time for appointments so we can give everyone the time they need. Patients that show up more than 15 minutes late for an appointment will be rescheduled for another time or may be able to wait and be fit in between other appointments.

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- \_\_\_\_\_ 8. A \$25 fee will be charged for any checks returned for insufficient funds, plus any bank fees incurred.
  
- \_\_\_\_\_ 9. If you participate in a health plan with a deductible, Mia Bella will require a copy of the health savings account debit/credit card or a personal credit card to remain on file with a signed authorization to charge the card for any amounts outstanding after each visit.
  
- \_\_\_\_\_ 10. Dr. McNulty and Dr. Stahl are available by phone for emergencies 24 hours a day. We feel this is a very valuable service that we provide for our patients parents. There is a \$30 charge for all calls to the physician between 10PM and 6AM. Calls outside this time are returned without charge.
  
- \_\_\_\_\_ 11. Parents' vaccines are given as a courtesy and payment is required for this service at the time of visit only. Mia Bella does not give documents to submit to your insurance in connection with this service. If you would like to seek reimbursement for vaccines through your insurance, we suggest that parents go to a pharmacy or your primary care provider.

Mia Bella strives to provide care in the same thoughtful, respectful and comfortable way we would want to receive care for our own children and we appreciate your entrusting the care of your child to us. Of course, we recognize that special circumstances may arise on occasion and we are happy to work with parents if accommodations are necessary. If you anticipate requiring individual arrangements, please inform our office staff at the time you make your appointment.

I have read and understand this office financial policy and agree to comply and accept the responsibility for any payment that becomes due as outlined previously.

Patient Name(s) \_\_\_\_\_

\_\_\_\_\_ Relationship

\_\_\_\_\_ Date

\_\_\_\_\_ Responsible party member's name