



PRINCETON NASSAU PEDIATRICS

general pediatrics adolescent medicine

FINANCIAL POLICY

301 North Harrison Street
Princeton Shopping Center
Princeton, New Jersey 08540
609-924-5510

312 Applegarth Road, Suite 104
Monroe, NJ 08831
609-409-5600

196 Princeton-Hightstown Road
West Windsor, NJ 08550
609-799-5335

25 Route 31 South
Pennington, NJ 08534
609-745-5300

Business Office
609-921-3441

————— www.princetonnassaupediatrics.com —————

Dear Patient:

Welcome to our office! We are pleased that you have chosen Princeton Nassau Pediatrics, P.A. to provide health care for your family! We would like to explain to you our billing, insurance, payment, and credit policies. We ask that you take the time to read this financial policy thoroughly. Please contact our patient account representative to discuss any questions or concerns that you have.

RESPONSIBILITY FOR MEDICAL CARE

Every minor child, under age 18, seen in our office for medical services must be accompanied by a parent or legal guardian, or by an adult who has obtained written consent for treatment from the parent or legal guardian. An exception is an adolescent presenting for confidential services, which we are permitted by state law to provide without notifying the parent.

TIMELY PAYMENT/METHOD OF PAYMENT

We at Princeton Nassau Pediatrics, P.A. are doing everything possible to hold down the cost of medical care. You can help a great deal by eliminating the need for us to bill you. Full payment is expected at the time of service unless other arrangements have been made in advance. This especially includes applicable deductibles and required co-payments for participating insurance companies.

Princeton Nassau Pediatrics, P.A. accepts cash, personal checks, and credit cards. Any check returned to our office as non-sufficient funds will be re-billed with a \$25 penalty fee (as is charged to PNP by the bank). If two non-sufficient checks are returned to our office within a period of six months, we will no longer accept checks for services rendered. We will continue to provide services and accept credit cards or cash as payment for one year from the time of the last returned check.

PARTICIPATING INSURANCE PROGRAMS:*

CIGNA	AMERIHEALTH
BEECHSTREET	HEALTHNET (PHS)
AETNA	QUALCARE
Managed Choice	HORIZON BC/BS OF NJ
Elect Choice	MULTIPLAN
Open Choice	
CONSUMER HEALTH NETWORK (CHN)	
AETNA-US HEALTHCARE	DEVON NETWORK
OXFORD	GREAT WEST
UNITED HEALTHCARE	
PRINCETON THEOLOGICAL SEMINARY	

*Please contact the business office to confirm we participate with your particular plan.

INSURANCE & NON-COVERED CHARGES

Your insurance contract is between you and your insurance carrier. The benefits packages provided by insurance companies vary from employer to employer. It is your responsibility to learn the benefits and restrictions of your policy (including vaccine and well-child care coverage), and follow the rules of the policy.

We will bill the insurance companies we participate with; however, if we are not paid in a timely fashion, you will be responsible for the bill and expected to pay in full. Please note that although we participate with certain insurance plans, some charges may not be

covered under those plans (co-payments, medical equipment and supplies, travel vaccines, audiograms, holiday, weekend, and after hour charges, etc.). Except as provided by such contract or by state law, we will hold you responsible for all charges not paid by your insurance carrier.

INSURANCE CARDS

Patients must present their insurance identification card(s) at EACH visit. If a patient cannot provide an I.D. Card or if a Princeton Nassau Pediatric physician does not appear as the PCP (Primary Care Provider) on the card, the patient may be required to pay that day's charges in full, or reschedule the appointment.

CO-PAYMENTS

As per each individual insurance contract, the patient is required to pay a co-payment at the time of each visit. If a patient is unprepared to pay the co-payment, he/she may be required to reschedule the appointment. In addition, there are often occasions when a patient must come back on another day for immunizations or lab work. Reasons for this may include a shortage of vaccines, temporary lab closure, or your child having "just had enough" of the doctor's office for one day. If you return on the same day for the procedures to be completed, no additional co-payment charge will be incurred. If, however, you return on a later day, the visit may be treated as a new visit and an additional co-payment will be required. This policy is based on the requirements set forth by NJ State Insurance law.

SECONDARY INSURANCE

If a private indemnity plan is your primary insurance carrier and one of our participating HMOs is your secondary insurance carrier, you must adhere to the following procedures:

1. As per your secondary insurance contract, pay the required co-payment at the time of the office visit.
2. Submit your claim to your primary insurance carrier with payment assigned to Princeton Nassau Pediatrics, P.A.
3. Upon receipt of the Explanation of Benefits (EOB) from your primary insurance carrier, submit a copy of this document to Princeton Nassau Pediatrics, P.A. and include payment if your insurance carrier paid you directly.
4. Upon receipt of your EOB, we will submit it to your secondary insurance carrier (HMO) for reimbursement.

*** If we do not receive your EOB within 45 days of the date of service, we will bill you for the amount due for services provided and expect prompt payment in full.

REFERRALS

If your insurance contract requires a referral for consult or treatment by a specialist or for ancillary services such as physical therapy or radiology procedures, you must receive the referral from our office before seeing a specialist. Patients are required to consult with their primary care physician prior to requesting a referral. Except in true medical emergencies, you must allow five (5) business days for our office to complete the referral. Self-referrals will be considered as out-of-network care by a specialist and may result in financial liability to the patient. Princeton Nassau Pediatrics, P.A. cannot accept responsibility for patient non-compliance with their individual insurance policies.

MISSED APPOINTMENTS

Missed appointments represent a cost to us, to you, and to other patients who could have been seen during the time set aside in the schedule for your child. Please call at least 24 hours in advance to make any scheduling changes necessary. If you arrive more than 15 minutes late for a physical exam appointment, the appointment has been missed and you will be required to reschedule. There will be a \$25 fee for missed appointments. This fee will not be covered by insurance and will be considered a personal balance. Excessive abuse of scheduled appointments may result in discharge from the practice. If your appointment is rescheduled because you failed to produce a valid insurance card with a PNP physician as the PCP or because you failed to pay your co-pay, you may be charged a missed appointment fee.

WALK IN POLICY

We encourage our patients to schedule an appointment for all visits to the office. Even when an emergency occurs, prior notification that you are coming can help us to prepare to care for your child. "Walk-in" visits may be subject to a \$50 fee.

FORMS AND RECORD TRANSFERS

There is a \$10 fee for each camp, school, etc. form that the doctor must complete. We offer a generic health form for \$10 that parents may copy as often as necessary for one (1) year. There is no charge to complete medication authorization forms or working papers. There is a record transfer preparation fee of \$1.00 per page with a minimum of \$10 and a maximum of \$100. These charges are subject to change.

TRAVEL IMMUNIZATIONS

Travel immunizations often are not a covered benefit of most insurance plans. Travel consultation services and travel immunizations must, therefore, be paid for in full at the time of service, prior to administration.

MEDICAL SUPPLIES

As a convenience to any patients, PNP stocks many basic medical supplies such as rehydration solutions, Asthma equipment, splints & bandages, etc. These supplies will not be billed to your insurance company and payment will be expected at the time of service.

INJURIES

Any visit related to an injury incurred as a result of an automobile accident, or an accident on school grounds, or on the job, must be paid in full at the time of service. In such instances, the patient's health insurance typically is not the primary insurance for the visit. Instead, the responsible party will be your automobile insurance, or the school, or employer's liability insurance carrier. Our superbill provides all pertinent information for submission to the appropriate automobile or liability insurance carrier.

DIVORCE

In the case of separated or divorced parents, it is our policy that the parent who brings the patient to the office is responsible for payment at the time of service. We will not bill the non-presenting parent.

DRUG TESTING/CRISIS CARE

The cost of drug testing or emergency care requested by the school will be the financial responsibility of the patient's parents.

BILLING POLICY

For patients not covered under any of the insurance plans in which we participate and for any office charges not covered by insurance, Princeton Nassau Pediatrics, P.A. requires payment at the time of service. Our office uses a "Superbill". This statement should be submitted to your insurance carrier for payment. If your insurance carrier refuses to process the Superbill claim, please contact our business office at (609) 921-3441, and we will send you an itemized statement to submit to your insurance carrier.

Emergency and inpatient services are billed on a monthly basis. Payment for these services is due 30 days from the billing date. Delayed payment to you by your insurance carrier is not a valid reason for delayed payment to us.

Please understand that Princeton Nassau Pediatrics, P.A. can neither accept responsibility for payment or nonpayment on you insurance claims, nor will we negotiate a settlement on a disputed claim. Questions regarding your coverage and benefits should be directed to your insurance carrier.

COLLECTIONS - NO APPOINTMENTS

As stated above, all fees are due at the time of service. Any charges remaining unpaid sixty (60) days after the date of service are considered past due, and will be subjected to a late fee. In this case, our billing office will make every effort to contact the person responsible for the delinquent balance, and arrange an equitable payment schedule. Until resolution of this outstanding balance, PNP will be unable to make any non-emergent appointments for any patient on the account. Further, if no effort is made to contact our business office in return and there remains a balance due for over ninety (90) days, the account will be considered seriously delinquent and will be referred to a collection agency. In this situation, no further appointments will be granted and the responsible person will be asked to seek medical care for their child/children elsewhere.

FINANCIAL HARDSHIP

If you are experiencing financial difficulty, please let our billing office know. We will not turn away an existing patient because of financial hardship; however, it is your responsibility to keep our office apprised.

PATIENT REFUNDS

Patient refunds will be issued when the following criteria have been met:

1. The patient has not been seen in the office for ninety (90) days.
2. There are no outstanding insurance claims on the patient's account.
3. There are no outstanding patient balances on the family account.