



Office Policies

Insurance

We ask that all our families that have insurance make sure their policies are active and to call or bring in any new insurance information prior to, or at the time of, any office visit. We bill all patients and families who have health insurance in accordance with the requirements of their health insurance coverage. In today's complicated health insurance market, it is difficult for patients and families to understand how their insurance coverage works. We are obligated by law and by insurance contracts to code and bill for visits in accordance with the policies set forth by each health insurance carrier. Insurance company contracts determine how we must apply copays, coinsurance, and deductibles, and require that we collect from our patients that cost-sharing component. We require all families and patients to pay all fees due and payable on the date services are rendered.

Newborns

Insurance companies generally only allow 30 days to add your newborn to your insurance plan. Please call ASAP to get this done. Once you receive your child's card, please provide us with a copy. If you fail to add your baby to your plan, you will be financially responsible for all visits.

Patients Without Insurance Coverage

We are happy to work with families who don't have insurance coverage. For such patients we must collect payment at the time of service. We provide vaccines free of charge through the Vaccines for Children (VFC) program. However, each vaccine administration cost is \$19.93 per vaccine and must be paid at the time of service.

Divorced/Separated Parents and Custodial Agreements

Limestone Pediatrics does not get involved in disputes between divorced, separated or custodial parenting arrangements regarding financial responsibility for their child's medical expenses. By signing below, you agree the parent bringing the child for an appointment is responsible for the co-pay or balance, due at check-in, regardless of whether a divorce decree, custodial or other arrangement places that obligation on someone other than yourself. We are happy to provide receipts for paid medical bills for you as requested. Parental decision-making for divorced parents regarding medical care should be agreed prior to any visits. As a practice, we will not interfere in these decisions, but additional visits may be required if timely agreements cannot be met at the time of service.

Yearly Registration

Registration will be updated every year at the first of the year or when a change has occurred with address. We will send out electronic registration in January. If we do not have a current registration, we will reach out the week before your appointment to have this completed. If this is not updated prior to the appointment, parents will be asked to complete an electronic or paper form upon check-in for their appointment.

Patient Portal

We require that every family maintains a portal account. You will be able to see account balances, pre check in for upcoming visits, request medication refills, and request forms (school physicals, Immunization records). To request a portal account please visit our website www.Limestoneped.com to fill out our secure request form.

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Billing

Billing services are provided by PedsOne, located in Vermont. For all of your billing questions please contact them at 1-866-371-6118.

Credit card on file

Limestone Pediatrics offers credit card on file. Card information is securely stored, and our office staff is only able to see the last 4 numbers of the card and expiration date. This will help streamline the billing process. The card on file will be billed on the 15th of every month for any outstanding personal balance of \$150 or less. If the account has a balance over \$150 the billing department will contact you to have prior approval to process the payment. Once the card has been processed you will receive a receipt emailed to the email address we have on file.

This in no way will compromise your ability to dispute a charge or question the insurance company's determination of payment. You will be given time to contact our billing department and speak with one of our billing experts to discuss your charges.

Appointments

Well Check-ups are required

At Limestone, we feel strongly about children having routine check-ups. These visits allow us to monitor growth, developmental, behavioral and academic issues so that we can identify them early, intervene, and treat them effectively. Per the American Academy of Pediatrics, children should receive preventative care at the following ages:

- 1month of age, 2mo, 4mo, 6mo, 9mo, 12mo, 15mo, 18mo, 24mo, 30mo, then yearly from 3-22 years of age.

We expect parents to follow these guidelines so that we can provide quality healthcare to our patients. Failure to do so may result in being discharged from our practice. Documents and school forms will not be completed for patients who are behind on well checks. Physicals for 3-22 year are done on a yearly basis most insurance requires these to be done 1 year and a day from the last physical. The office will send out reminders when it is time to schedule for an upcoming physical. If physicals are not kept up to date after several attempts by our office to schedule, our Providers may dismiss the family from the practice.

Screenings

We perform recommended screenings based on the patient's age to detect any conditions that may need treatment. Most insurance plans cover these screenings and costs; however, some recommend the screening but push costs to the patient's deductible/co-insurance. Some do not cover the recommended screening at all. It is a parent's responsibility to understand which screening services are covered by your specific insurance plan.

Screenings:

- Edinburgh Postpartum Screening
- Ages and Stages Questionnaire (development screening)
- MCHAT (Modified Checklist for Autism in Toddlers) at 18mo, 2yr
- Spot Vision Screening 1yr – 5yr
- Lead and TB exposure questionnaire
- Hearing and vision screening
- PHQ-9 Depression screen
- GAD-7 Anxiety screen

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Well Check-ups vs. Problem-Oriented visits

Well visits may reveal problem-oriented issues that require evaluation and management (for example, ear infections, ADHD concerns and follow ups, Anxiety and Depression). Insurance company billing policies then prompt charges for both categories when there is an added diagnoses to the well appointment. While well checks/preventative services may not require a co-pay or deductible, problem-oriented services do. If you need further explanation about incurring additional fees for services provided during your visit, please speak with our PedsOne billing team.

Chronic medical conditions require follow-up

Chronic medical conditions such as ADHD, asthma, depression, and anxiety require frequent follow up to ensure the best care possible for your child. Patients with ADHD need follow up every 3-4 months once they are stable on their medication. Other chronic medical conditions need follow up every 3-6 months once stable depending on the child's care plan. Medications may not be refilled unless patients keep their follow up appointments.

Weekends, Federal Holidays, After-Hours and Visit Complexity codes: When you are seen for a weekend visit or a visit that is also a Federal holiday per your insurance we must add the extended code. If your insurance company defers the responsibility of payment to you or your family, this is the decision of your insurance provider, not our practice. If you have concerns with what your insurance company covers, we recommend you call them directly to discuss your benefits and any coverage concerns.

Vaccine Policy

Vaccinations are safe and effective in preventing diseases and health complications in children and adults. Limestone requires that all patients are immunized according to the current vaccine schedule recommended by the American Academy of Pediatrics and the CDC. To protect our patients, we do not accept families who don't vaccinate their children. Although recommended, covid and flu vaccines are not part of this requirement. If families have any questions about vaccines, they can speak directly with one of our providers. If your family ultimately chooses not to vaccinate, we will ask you to find a clinic that better aligns with your wishes for your child.

Kentucky Immunization Registry and Kentucky Clinical Document Exchange

Limestone pediatrics participates with the Kentucky Immunization Registry and Kentucky clinical document exchange. Vaccines given to all patients in our office are entered into the KYIR (Kentucky immunization registry) system, a service of the Kentucky Department for Public Health that allows schools, individuals, parents and legal guardians to access official immunization records.

Kentucky Clinical Document Exchange allows different healthcare organizations to exchange patient records for treatment purposes. For example, your child is seen by a specialist or in the Emergency Room. That provider can quickly access your child's records to find out what medications your child is taking, or that they have a medication allergy, demographics, diagnoses, medications.

Only providers at healthcare organizations that participate in Clinical Document Exchange through the Interoperability Framework Care Quality can retrieve your records. They may retrieve your records for treatment purposes only.

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Medication refills

Please request medication refill **by portal 1 week** prior to running out of prescribed medication. Patients must be up to date on their well check visits/med check visits in order for prescriptions to be refilled without the patient being seen in the office. Please allow 2 business days for these to be processed.

CONTROLLED SUBSTANCE REFILLS

If requesting a refill for an ADHD medication, we must have the patient's Social Security # on file. Per laws in the state of KY, we are required to obtain a KASPER before medication can be prescribed or refilled. Patients must be seen every 3-4 months in order to have these prescriptions managed by our office. **Medication refill requests must be submitted 1 week prior to running out.**

Mutual Respect of Time

Providers at Limestone Pediatrics strive to stay on schedule. Although there can be urgent situations that prevent us from running on time, we pledge to provide quality care with minimal wait time to the best of our ability. To respect your time, we make the following requests:

- Arrive early or on time for your appointments. If you arrive 10 or more minutes late, you will be asked to reschedule.
- If you plan on having additional children seen at your appointment, please let us know in advance so we can better accommodate your family.
- If you are running late, please call the office and we will advise whether you should re-schedule.
- Three (3) "no-show" appointments without notice from you in one year may result in dismissal from our practice.
- New patients who do not show without notice to their first appointment may not be scheduled for additional appointments.

Additional Fees

No-show/late fee: We have many patients in our practice, and all are important to us. Missing an appointment without giving prior notice to the practice deprives other patients of the chance to take that appointment slot. Therefore, we require no less than 24 hours' notice for all cancellations of pre-scheduled visits. If you cannot notify our office in a timely manner, a no-show fee of \$35 will be charged to the patient's account and must be paid before rescheduling.

Phone triage: After hours, we offer a telephone triage consultation service that puts you in touch with a pediatric trained triage nurse. Families will be charged for each triage call made (\$16). There are exceptions for advice given for infants less than 90 days old or where recommendations are given to immediately be seen by a healthcare provider. Additionally, if a provider speaks with a parent directly after hours or on the weekend, the call will be billed to your health insurance.

Paperwork Requests

Please allow 3-4 business days for any paperwork to be processed and returned. FMLA paperwork is extensive and time-consuming. There is a \$25 fee for our office to complete the requested FMLA paperwork.