

Before Your Visit

Appointment Information

What to Bring to Your appointment

- Your medical insurance cards and identification card (required).
- A list of your current medications (with dosages), including any over-the-counter medications or supplements you have taken in the past six months.
- Any forms that need to be completed.
- Medical Records

First -Time Patient

- Please arrive at least 15 minutes early from your scheduled appointment to allow for registration and paperwork.
- To save time, fill out our new patient registration form and bring it with you.
- Please make sure to have your insurance card and identification card with you.
- Before your first appointment, call your previous doctor's office and have your records forwarded to our office.

Your cooperation in arriving on time for your appointment helps us stay on schedule. We respect the time of our patients and our providers strive to stay on schedule so that you don't have to wait long. If you arrive late for your appointment, we will try to fit you in as best we can. However, you may be asked to wait or on occasion, be asked to reschedule your appointment. We strive to provide each patient with the highest quality care. In the event that our schedule is delayed, please reassure that you will also get personalized attention during your appointment.

If you must cancel your appointment for any reason, please call (949) 493-7337 at least 24 hours in advance. Early cancellation will allow us to offer the appointment to another patient to have access to timely medical care.

Medical Records

You are entitled to copies of your medical records, whether for yourself or another medical provider. You will need to sign a medical records release authorization, which you may fax, email or drop off to our office.

Medical Records Release Form

We strive to fulfill your request in a timely manner, please allow 10 business days for your request to be processed. There will be an administration fee for the release of records/ No Fee for records that are released to an MD's office or Hospital.

** Please note that unencrypted e-mail sent over the Internet is not secure and may not remain confidential; thus, any information sent by email is sent at the sender's own risk. We encourage the use of a fax instead.

For submission of your medical records to our practice, we ask that you please either fax, mail, or hand carry them in. We do not accept CDs.

Your Privacy is important to us. We make it a priority to keep your records confidential.

Fax: 949.493.1418

Phone: 949.493.7337



TLC MEDICAL GROUP, INC.

Authorization to Release Medical Records

Please RELEASE medical information to Please OBTAIN medical information from

 Name of Physician, Hospital or Self Phone # Fax#

 Address City State Zip

Patient Information

 Print Patient Name (Other Names used/Previous Name/AKA) Date of Birth

 Street Address City State Zip

 Phone # Fax# Email Address

Purpose of Records Request: _____ (i.e. Personal use.
 Primary care physician, transferring care, insurance change, referral)

Please specify records to be disclosed by marking appropriate line

- Most Recent Visit Notes Vaccine Records ONLY
- Most Recent Labs All Records

Please Note***Please allow 10 business days for your request to be processed. There will be an administrative fee for the release of records***

I understand that the authorization for disclosure of records as detailed above, unless specifically limited by patient/parent/legal guardian in writing, will extend to all aspects of treatment provided. These records may include testing for sexual transmitted diseases, as well as drug, alcohol and/or psychiatric information. TLC Pediatric Medical Group, Inc. is hereby released from all legal responsibility of liability for the release of the above disclosure of information. I have the right to withdraw this authorization at any time and that such revocation must be in writing. You can make a written request to either review or obtain a copy of your medical records pursuant to Health and Safety Code sections 123100 through 123149.5. Medical records are the property of the medical provider (or facility) that prepares them. This includes films and tracings from diagnostic imaging procedures such as x-ray, CT, PET, MRI, ultrasound, etc. The patient has a right to obtain copies under Health and Safety Code sections 123100 - 123149.5.

Date: _____ Signature _____ Print Name: _____

If patient is a minor state relationship to patient: _____

Billing & Insurance

For your convenience, TLC Pediatric Medical Group, Inc accepts most major insurance plans: PPO, POS, EPO, Medical and Tricare, including Covered California Exchange plans. We also accept all major HMO plans through Monarch Healthcare, Mission Hospital Affiliated Physicians, OSCAR, Molina Healthcare (your primary care physician must be affiliated with this group, please refer to your insurance card).

We accept cash, personal checks, and all major credit cards as well as "Flex and HSA" cards.

Please note: At the time of your visit you will be responsible to pay your co-pay, past due balances and any deductible amounts at the time of service. We are also happy to file your claim for you, but the balance is your responsibility if your insurance company or plan does not pay. Any amount not covered by your insurance policy is due immediately after you receive your first invoice from us.

Medical: We will bill your secondary insurance provider directly. You will be asked to sign an Advanced Beneficiary Notice for service not covered under Medical.

Please make sure to verify that your insurance is "in-network", Tax ID # 330769760. "In Network" vs. "Out of Network" - means your insurance coverage and benefits are a contract between you and your insurance company and therefore all disputes must be handled between you and your insurer. TLC Pediatric Medical Group, Inc is contracted with multiple insurers to accept assignments of benefits. We encourage that you become familiar with your insurance plan benefits as benefits may change.

For all visits we bill your insurance provider directly. If your insurance has changed please notify or provide us with your current information prior to your scheduled appointment. Please make sure to bring your insurance card with you to your appointment; we will need to take a copy of the new information printed on your insurance card.

At TLC Pediatric Medical Group, Inc. we are committed to providing excellent health care for everyone. Financial hardships should never stop you from getting the medical care you need. Please consult our billing department.

Prescription Refills

Prescription refills are processed only during our normal office hours. Please allow 24-72 hours for all prescription refills. *Do not call after office hours for prescription refills; the answering service may not forward your call.*

You can call your pharmacy and ask them to transmit the refill request to us electronically or fax the request to the office at 949.493.1418. The pharmacy will provide us with all the information needed to refill your prescription.

For any controlled medication refills, call the office at 949.493.7337 ext. Please allow the office 3 to 5 days for written prescriptions on controlled medications. Our office policy is that controlled substances must be picked up at the office, not phoned into the pharmacy or mailed to the patient. *Because controlled substance prescriptions cannot be refilled over the phone, please make sure you always have enough medication for nights, weekends, and holidays.*

If you would like to order your prescription through a mail order pharmacy, please obtain a mail order form from your insurance provider's website. We will be happy to provide a written prescription to be submitted to your pharmacy or you can bring in your form at the time of your appointment so that we can manually fill it for you. Please make sure to mail or fax the completed form, along with the written prescription (if have) from your practitioner directly to your mail order pharmacy.

Please call 949.493.337 with any questions.