



IPHC Policy Statements: Updated December 10, 2018

No Show / Cancellation Policy:

Our goal is to accommodate all of our patients' health care needs and schedules to the best of our ability. **Therefore, we require a 24-hour notice if you are cancelling an appointment. This allows us to ensure all available appointment times can be utilized for patient care.** If you do not arrive to your appointment without notification it is considered a no show. Our policy includes all children in your family and follows a specific process--we will mail a written warning for 1st and 2nd no show and dismissal from practice after 3rd no show. Any no-shows may result in you being charged a \$25 fee, if applicable with your insurance carrier.

Late Policy:

If you are late, with or without notification, for your well child appointment (defined as ANY TIME after your appointed time), you will be rescheduled in the next well visit spot available which may take several days to weeks. If you are late for a sick visit, we will attempt to accommodate your child in the next time slot, if available but this may include waiting for a provider or coming back later.

There may be times when this is not possible, and you will need to visit Urgent Care or wait until the next day. We reserve the right to dismiss patients from practice for excessive tardiness. We encourage you to arrive a few minutes prior to your appointed time to allow for check-in and getting settled. Our providers do their best to be punctual, but some visits may require an unpredictably prolonged use of our time. We will do our best to keep you informed and/or offer you the ability to reschedule if we are running behind in hopes of offering you the same courtesy.

Behavior/Communication Standards:

We understand your child's needs are a high priority and do our best to provide excellent customer service at IPHC. We expect our clients to communicate to us with respect and courtesy, yet are understanding that frustration can arise. If there is a grievance, you may request to speak to an Owner of IPHC. If your behavior is felt to be hostile, threatening, manipulative or bullying, you may be discharged from practice at any time by our Owners group if deemed appropriate.

Financial Policy:

As a courtesy, IPHC will file insurance claims on your behalf (except health shares) to help you receive the maximum benefits allowed. **It is your responsibility to verify we are in network with your insurance plan prior to your visit and that the insurance is active and eligible on the date of service--we cannot do this for you.** This can be accomplished by using the Provider Finder tool on the insurance company website or calling their Customer Service phone number. At the time of service, it is your responsibility to provide us with complete and accurate insurance information. A current insurance card must be provided for verification at the time of the visit (except Medicaid). **If you do not have insurance, are showing inactive with our eligibility system, or you do not have proof of insurance you will be considered self-pay and your visit fees are due at time of service or the appointment will be cancelled/rescheduled.**

Payment for health care services is your responsibility. If your insurance company does not pay or does not cover the services provided for your child, you will be held liable for those fees. **The responsible**



party will be asked for a valid credit card upon 1st visit for automatic processing of payments in the event the balance is not paid 30 days after the first statement. Please determine the extent of coverage and potential for personal liability before we provide services to you. We are happy to provide an estimate of cost upon request. All patients or legal guardians must complete and sign the Consent Form before being seen by a provider indicating that you understand this policy.

Co-payments must be made on date of service upon request of IPHC staff. We accept cash, checks, American Express, Visa, MasterCard and Discover. No post-dated checks will be accepted. For all returned checks there will be a \$40.00 return check fee. Co-payments cannot be waived, and there will be a \$15 charge for non-payment of co-pays on the day of service.

Statements are sent via mail every month on the 15th and payment is due upon receipt. IPHC can accommodate payment plans upon request if the account is not delinquent. **For patient account balances that are greater than 90 days old, the balance will be sent to collections and a 25% fee added. We will make every effort to reach you before this would happen. If you are sent to collections, the balance becomes due in full**—no payment plans are accepted without written consent from the owner. **It is your responsibility to keep an updated address and contact information on file with us.** If your account is placed for collection with an agency for non-payment, the undersigned Responsible Party agrees to pay all costs of collections including, but not limited to, court costs, reasonable costs of collection charged by the agency, and reasonable attorney fees, as permitted by statute or court judgement. Furthermore, if accounts are placed with a collection agency due to lack of payment, we will dismiss patients from the practice. Overturning this decision is the discretion of ownership.

Newborns planning on commercial insurance (i.e. BCBS, Aetna, Cigna) must be added to your policy within 30 days (the mother's policy does not pay for the newborn traditionally). If by 30 days there is no proof of insurance, you will be considered self-pay and balances will be due in full. Medicaid patients cannot be billed self-pay and are encouraged to add the child IMMEDIATELY. Therefore, newborns without a Medicaid number by 2 weeks of age will not be scheduled until the child is active and verifiable in the web portal. This is to prevent IPHC from being held responsible for visits charges in the event the child is enrolled in Denver Health Medicaid or not at all.

Electronic Medical Records:

IPHC supports the secure electronic exchange of health information as a means to improve the quality of your health care experience. We participate in Colorado Regional Health Information Organization (CORHIO), Colorado Immunization Information System (CIIS), as well as insurance, pharmacy and lab clearinghouses. Using Health Information Exchange (HIE) networks helps us to more effectively and efficiently share information about your medical care with other providers that participate in the network. The HIE enables emergency personnel and others to have access to your medical data that may be critical for your care. Making your health information available to other health care providers can potentially reduce your cost by eliminating unnecessary duplication of test and procedures. You may, however, choose to opt-out of participation in the HIE, or cancel an opt-out choice at any time. Please speak with one of our staff members if you choose to opt-out.

Please sign the “authorized signature line” on IPHC Patient Information sheet for acknowledgement of policy statements. Please let us know if you have any questions.