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INSURANCE AND CO-PAYS

Due to insurance companies and Medicaid requirements, Catawba Pediatric Associates has adopted several policies regarding the acceptance of insurance and the payment of co-pays.

It is very important that you bring your insurance card each time you have an appointment at the doctor's office. If the insurance coverage for your child changes and you do not have a new insurance card, we must ask that you be responsible for payment of services at each visit. Once we receive a copy of the new insurance card and can verify that it is an insurance company with which we contract, we will begin filing the insurance for you. If your insurance coverage is through a company with which we are not contracted, you will need to pay in full at the time of service and file your receipt with your carrier.

If your child is covered under an insurance policy that has a co-payment for services, the insurance company requires that you pay the co-payment at the time of service. This co-payment is not billable under the contract with the insurance company and must be paid at the time of the appointment.

When your child is covered under a managed care insurance policy, there is a specific network of providers that you must use for this policy. Please be aware of which hospitals and physicians are listed in your network. This will insure that you receive full benefits from your insurance company if your child needs to be referred to another provider or must be hospitalized.

If your child is covered under North Carolina Medicaid, you should bring the child's card to each appointment. If you do not have the card at the time of the appointment, you will be responsible for the charges. If you have private insurance in addition to Medicaid, we must have a copy of that card also in order to file your Medicaid claim.

When checking out, we ask that you hand your ticket to one of the front desk staff and allow them to process your ticket before leaving the office. Please do not place your ticket on the counter and leave without checking out.

These policies are made in an effort to serve our patients more efficiently. Thank you for your cooperation. If you have any questions, please contact our office at 828-322-2550.