

Dear Parent:

Due to the requirements of managed care insurance companies and North Carolina Medicaid, it has become necessary for Catawba Pediatric Associates to adopt several policies regarding the acceptance of insurances and the payment of co-pays.

It is very important for you to bring your insurance card each time you have an appointment at the doctor's office. If your insurance coverage changes or your child becomes covered under a new insurance policy and you do not have a card, you will be responsible for payment of services at each visit. Once we receive a copy of the insurance card and can verify that it is an insurance company that we are contracted with, we will begin filing the insurance for you. If your insurance coverage is through a company we are not contracted with, you will be required to pay in full at the time of service and you will be responsible for filing the insurance. Until we receive a copy of the card, you will be required to pay at the time of service and you will be responsible for filing the claim yourself. To file the insurance, we **must** know the insured's date of birth.

If your child is covered under an insurance policy that has a co-payment for services, you are required by that insurance company and Catawba Pediatrics to 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.

If your child is covered under a managed care insurance policy and 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 the network. This will insure that you receive full benefits from your insurance company if your child has to be referred to another provider or must be hospitalized for any reason.

If your child is covered under North Carolina Medicaid, you must 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 with the Medicaid, we must have a copy of that card as well in order to file your Medicaid.

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 lay your ticket down on the counter and leave.

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