



# Potential Out-Of-Pocket Costs

We understand that medical insurance, deductibles, and copays can add to the stress of scheduling a clinic visit. Our goal is to help you understand, in advance, what charges may apply AND allow ample time to address all concerns. If others take part in the care of your child, please share this information.

- **WELL CARE EXAM CHARGES** – Insurance plans will only cover wellness topics at a well visit, such as what you can do to stay healthy - nutrition, sleep, social/school/daycare, safety, parenting, voiding, history, exam, growth, developmental and behavioral screenings, vaccines, and some labs. **Topics outside the scope of a well care exam will be charged separately and may be applied to your deductible as a regular office visit charge.** To ensure there is sufficient time to evaluate and treat a concern during a well visit, only ONE minor concern may be addressed at a well visit OR you may schedule a separate appointment, on a separate day, to reserve time to address other non-urgent topics - treating an illness, injury, chronic issue, or another diagnosis such as asthma or ADHD, mental health, removing a wart, x-ray, medication follow-up/changes, behavioral concerns, menstrual problems, some labs, etc. Ask your Provider before the appointment begins if you are sensitive to this.
- **OUTSIDE CHARGES** – LabCorp, HealthTrackRx, GeneSight, Bend Health, and VaxCare are billed separately. If you are concerned about out-of-pocket costs, please contact the benefits department of your health plan to determine your coverage. These charges do not go through our billing department.
- **ILL OR INJURY CHARGES** – These vary based on the level of medical complexity/decision-making, number of diagnoses, coordination of care, and/or counseling time. A problem-related visit may apply to your deductible, co-insurance, or co-payments.
- **LATE CANCEL OR MISSED APPOINTMENT CHARGES** – To avoid fees, you must call at least 24 hours in advance to cancel an appointment. We understand that unforeseen circumstances may arise and interfere with a medical appointment. However, failing to cancel in a timely manner means that time with a provider goes unused, preventing us from utilizing it for another family. After one missed appointment or late cancellation, a \$50 charge will be applied to future missed appointments or late cancellations.

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Schedulers are available Monday – Friday starting at 7:00 am / Saturday and Sunday at 8:30 am

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- **EXPECTED ARRIVAL TIME** – 15 minutes prior to all scheduled appointments to allow time for check-in, measurements, and rooming. Patients that are late may be asked to reschedule or have a shorter appointment. Otherwise, the Provider may not be on time for appointments following theirs.



- **TELEPHONE CHARGES** – Appointments made for a telephone visit with a Provider, in lieu of an office visit in which professional advice was given, will be charged a small fee. There is no charge to speak with a Triage Nurse, who will communicate with your Provider for you, offer home care tips, and assist with deciding on whether a Provider should see your child.
- **CO-PAYS, COINSURANCE & DEDUCTIBLES** – Due on the date of service. Contact your insurance company to understand your responsibility. We are committed to working with you and offering payment plans if needed. Please call our billing department at 952-230-9740 for more information.

It is your responsibility -

- To keep us updated with your correct insurance information. If the information we have on file is incorrect, the claim will be denied, and you will be billed accordingly.
  - To understand your benefit plan about covered services and participating laboratories. For example, not all plans cover hearing and vision screenings or outside reference labs with which we partner.
  - To know how many well care visits your child is allowed under your health plan, whether that is in a calendar year or 12-month rolling period.
  - To know if a written referral or authorization is required to see specialists, if preauthorization is required prior to a procedure, and what services will be covered. Advanced notice is needed for non-emergent referrals and prior authorizations.
- **PRESCRIPTION REFILLS** – Call your pharmacy for refills. They will contact the clinic for the prescription. For regular refills, please plan and allow 48 hours' notice during regular business hours.
  - **HEALTH CARE/SPORTS/CAMP FORMS** – Completed free of charge as a service to our families. We require each patient to be up to date with a current well care visit.