



# IMPORTANT INFORMATION REGARDING YOUR BILL

- **ILL OR INJURY CHARGES** – Vary based on medical complexity/decision-making, the number of diagnoses, coordination of care & counseling time.
- **WELL CARE EXAM CHARGES** – Topics outside the scope of a well care exam will be charged separately as an additional office visit/charge, OR you may schedule a separate appointment on a separate day to address those topics (treating an illness or another diagnosis, such as asthma or ADHD, removing a wart, medication follow-up, behavioral concerns, menstrual problems, and some labs.) *Ask your Provider before the appointment begins if you are sensitive to this.*
- **LATE CANCEL OR MISSED APPOINTMENT CHARGES** – Call at least 24 hours in advance to cancel an appointment. After one missed appointment or late cancellation, there will be a \$50 charge for all missed appointments or late cancellations.

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

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- **EXPECTED ARRIVAL TIME** – 15 minutes before all scheduled appointments to allow time for check-in, measurements, and rooming. Late patients may be asked to reschedule if the Provider is in an exam room with their next patient already.
- **TELEPHONE CHARGES** – Appointments made for a telephone visit with a Provider, instead of an office visit, will be charged a small fee. There is no charge to speak with a Registered Nurse; they communicate with your Provider for you, offer home care tips, assist with deciding whether your child should be seen by a Provider, and help with care coordination.
- **CO-PAYS, COINSURANCE & DEDUCTIBLES** – Due on the date of service. Contact your insurance company to understand your responsibility. We want to work with you and offer payment plans if needed. Call our billing department for more information at 952-230-9740. You may pay your bill online at [www.wcclinic.org](http://www.wcclinic.org).

**If you have other adults that take part in the care  
of your child, please share this information with them.**

Chaska | Delano | Maple Grove | Minnetonka | Spring Park  
[www.wcclinic.org](http://www.wcclinic.org)