



# greenwich adolescent medicine

marcie schneider MD, FAAP, FSAHM • sara buchdahl levine MD, MPH, FAAP

## GREENWICH ADOLESCENT MEDICINE OFFICE & FINANCIAL POLICIES

Our goal is to provide optimal patient care and maintain a good relationship with our patients and their families. To avoid confusion, please read this carefully and complete the accompanying form. If you have any questions, please do not hesitate to ask a member of our staff.

1. We schedule appointments carefully and for a length of time that we anticipate will be appropriate. We never "overbook" appointment slots, and we pledge to be as timely as possible, recognizing that we may be faced with unanticipated emergencies.
2. On arrival, please let the front desk know you are here. It is your responsibility to notify the office of any changes in contact information or insurance coverage (for lab and testing purposes).
3. Because your appointment time is reserved solely for you, a 24-hour notice of cancellation is required to avoid a missed appointment fee, which is based on the length of your scheduled appointment.
4. We do not participate with any insurance plans, and payment is expected and appreciated at the time of service.
5. At each visit, you will be given an itemized bill to submit to your insurance company for reimbursement. We code visit as accurately and appropriately as possible, and we are not responsible for determining the extent to which you are entitled to any reimbursement.
6. We require that all patients maintain a valid credit card on file with us. Any patient balances that are present after 30 days will be automatically charged to your credit card. If your credit card is not valid, any balance over 90 days may be forwarded to a collection agency. For prescription refills and to schedule appointments, prior balances must be paid. A \$25 fee will be charged for any checks returned for insufficient funds, plus any bank fees incurred.
7. We charge \$0.65/page to copy or transfer medical records. A growth curve and immunization record will be provided free of charge.
8. There is a \$10 fee for completion of medical forms for schools, camps, and other programs. This fee is not generally reimbursable by insurance. Forms are completed as quickly as possible and always within 1 week.
9. Telephone services that require a substantial amount of time (including coordination of care with other professionals) will be charged to the credit card on file. You will receive an itemized bill reflecting this charge.

We look forward to taking care of you and your family.

Drs. Schneider and Levine