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FINANCIAL POLICY

CO-PAYS AND INSURANCE

Co-pays are the responsibility of the patient or parent/guardian and must be paid at the time of service. Some insurance carriers will cancel your coverage they determine that you are not paying your appropriate co-pay at the time of your office visits.

Patients or parents/guardians are requested to know the details and limitations of their plan, the benefits it provides, and the amounts of your copayment, deductible, and coinsurance requirements. We ask that you confirm if we participate with your insurance carrier, and inform us immediately if there are any changes to your insurance plan or information.

Most insurance companies no longer require a referral to see a specialist, but we request that patients confirm with their individual plan whether or not a referral is necessary. If a referral is needed, call our office after the appointment has been made. We ask for 48 hours notice to process referrals, with the exception of emergency room/urgent care center referrals.

We apologize for the inconvenience but we do not participate with any Medicaid carriers.

NON-COVERED SERVICES

Routine services, immunizations, well visits, and pre-existing diagnoses may not be covered by your insurance plan. Patients are financially responsible for any non-covered services.

BALANCES AND PAYMENT PLANS

If your account has a prior balance due at the time of your scheduled appointment, you will be asked to make a payment. If you cannot make payment in full, a payment plan will be arranged.

RETURNED CHECKS

Returned checks are subject to a \$30 fee. More than two returned checks warrant that all future balances be paid by cash or credit card. If the balance of a returned check is not paid before your child's next appointment, payment will be expected at the time of that visit.

LATE CANCELS/NO SHOWS

We understand that everyone might have an unforeseen event in which an appointment with us cannot be kept. We ask that if you need to cancel or reschedule your child's appointment that you give our office a 24 hour notice to avoid a cancellation fee.

If you fail to attend an appointment without any prior notification or cancellation ("no show"), there will be a \$50.00 service fee. On your third no show, we reserve the right to terminate the patient-doctor relationship.

LATE ARRIVAL TO APPOINTMENTS

For well check appointments (as well as med checks, follow ups, and other non-emergent appointments), if you arrive more than 10 minutes after your scheduled appointment time you may be asked to reschedule. The doctor will make this decision based on their availability for the rest of the day. This is to ensure that our physicians and staff can continue to serve patients and families at their scheduled appointment times without falling behind.

For ill appointments, if you are more than 15 minutes late the doctor will see you in their next available time slot. Please try to call ahead to inform us of late arrival so we can plan accordingly.

AFTER HOURS CALLS

We encourage you to call our office with any questions or concerns and we will be happy to assist you. Our nurses are available Monday through Friday 9am to 5pm, and Saturday 9am to 12pm. We understand that illnesses can occur at anytime and concerns may need to be addressed after regular business hours. For this reason, we have an after hours nurse triage service that can help assist you when the office is closed. There is a \$30 fee for this service.

RECORD TRANSFERS

Montgomery Pediatrics, Inc. provides medical care for children from birth to age 18 or graduation from high school, whichever comes last. MPI has a Medical Records Policy for all current and former patients. **Applicable fees for medical record requests must be paid in full before records are prepared. Montgomery Pediatrics, Inc. requires 30 days from the date of payment to process your request.**

Electronic Records

Complete medical records are provided electronically once per calendar year at no charge. Additional requests within the calendar year are \$25.

Record summaries, which include the last well check, immunization records and growth charts, are provided electronically free of charge with no limit.

Paper Records

There is a \$25 fee for all paper copies of complete medical records or record summaries. Paper copies which are requested by mail are subject to an additional \$10 postage fee. Records are mailed via USPS Priority Mail with Delivery Confirmation. Families who request paper records for multiple children will only be subject to one postage fee.

Expedited Records

Medical record requests for complete medical records and record summaries may be expedited to 5 business days for a fee of \$25.

Expedited requests for paper copies are subject to the \$25 paper copy fee in addition to the expedition fee.

Other Record Requests

Requests for medical records by specialists to whom we have referred your care will be provided in summary form free of charge. These are traditionally sent directly to the specialists.

Additional fees will apply for records requests by attorneys and insurance companies because of the nature of their requests. Those fees are traditionally paid for by the requesting party.

FORMS POLICY

We are happy to accommodate all school, camp, work and daycare forms for current patients. Forms will only be completed if your child has a current well child check (one within the past year). Health history portions of any form must be completed by the parent before our staff can complete the form. Medication forms will only be completed for medications prescribed by our physicians.

Forms are accepted in person, through the patient portal, faxed to 513-984-5554, mailed, or emailed to forms@montgomerypediatrics.com. If you would like the form returned to you by mail, you must provide a stamped, self-addressed envelope.

Please allow 5 business days for forms to be completed. If you need a form completed sooner than this, there will be a \$20.00 fee for expedited service, and we will get the form back to you within 2 business days.