



## General Office Policies

### **THE PURPOSE OF OUR WELL WAITING ROOM**

Please note that the Well Waiting Room is designated for well baby and well child check-ups **ONLY**. The primary purpose of this policy is to protect newborn babies and other patients who might have a weaker immune system.

#### **Please be seated in the SICK waiting area if:**

- You, your child, or any friend or family member with you has or is showing symptoms of a communicable disease or illness, e.g., a cold, a rash, flu or strep, a fever, a cough, a runny nose, etc.
- You are here for **any** reason other than a routine well visit.
- Your child is over the age of two, and you have elected **not** to vaccinate your child.

\*\*Please notify the front desk if your child is actively vomiting or having difficulty breathing, and a medical assistant or provider will immediately evaluate and isolate your child if necessary.\*\*

### **SCENT-FREE ZONE**

The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies, and other medical conditions.

Please **DO NOT** wear perfume, scented lotions, cologne, aftershave, or other fragrances. Please use unscented personal care products on days you will be visiting our office.

**Help us keep the air we share healthy and fragrance-free!**

### **INACTIVE INSURANCE**

As stated in our financial policy, if your insurance shows inactive or if we cannot verify your insurance, you will be asked to pay for the full visit up front or you will be asked to reschedule your appointment.

As a courtesy to you, if you can later show that your insurance was active at the time of the visit, we will reimburse you for the visit minus any copays, deductibles, or coinsurance **after** we receive payment from your insurance company.

### **PAYMENT OPTIONS**

1. **Existing patients** who do not have delinquent guarantor accounts whose insurance cannot be verified may be seen for a sick visit as long as we have a valid credit card on file. If your insurance remains inactive after our initial billing cycle (2 weeks), we will charge the full amount of the visit to your credit card.
2. **Newborn patients** who do not have delinquent guarantor accounts whose insurance cannot be verified may be seen for up to two months. This two-month grace period allows you to complete all applications and send supporting documents to your insurance company after your child's birth. If your insurance remains inactive after the two-month grace period, see Payment Option 1 – Existing Patients.
3. **Medicaid patients** with an inactive policy are welcome to self-pay for services. Please be aware that Medicaid may not back-date any visits and will not reimburse you. Your retroactive coverage or policy renewal depends on how long ago your Medicaid eligibility expired. If it has been in the last month, you can either talk to your case worker or call the 1-800-362-1504 help line and ask them to update your record. If it's been longer than 6-8 weeks, you will need to reapply for Medicaid. The best way to do this is to apply online at [www.insurealabama.org](http://www.insurealabama.org).

Please understand that the intent of these policies is to aid us in offering a high standard of care to our patients. They are not meant to be a burden. We also pledge to do our part to keep our schedule moving as efficiently as we possibly can!

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date