

HANOVER PEDIATRIC ASSOCIATES, P.C.

AN OPEN LETTER TO OUR PATIENTS

Dear Parents,

It is the goal of our staff to establish an understanding of your financial obligation as it relates to the healthcare of your children. Our Business Office is open daily from 8:00AM to 4:00PM to answer questions you may have regarding your account. The Business Office can be reached at 632-8944.

If you have questions about your insurance coverage, we suggest that you talk to your employer's Human Resource Department or contact your insurance agent. Usually the insurance company has a direct member services number for members to call when they need assistance. That number is usually located on your insurance card. It is crucial that you have an understanding of your insurance benefits so that you may accurately gauge what your direct financial obligation may be. While it may be true that a carrier may cover a certain procedure or service, it is possible that your particular plan may not. This is particularly true of immunizations. Please check with your plan regarding coverage prior to receiving immunizations. Newly released immunizations and flu vaccinations will require that a financial liability statement be completed and signed by the parent before the immunization will be given.

Hanover Pediatric Associates is constantly evaluating our services to you. This includes methods to contain escalating healthcare costs. We are asking for your help too. We expect payment at the time of your visit. This expectation is posted at the check-out window. You will be given a receipt at the time of your visit. Please use it to obtain reimbursement from your insurance company and for your own tax purposes.

It is our policy to follow up on payment promises with a phone call or letter. We will make the effort to confirm scheduled appointments and if you have an outstanding balance, you will be reminded at that time.

When checking out after a visit, if you have an open balance on your account, you may also be reminded about the outstanding balance and asked if you would like to make a payment at that time.

By speaking to you about your financial obligations we hope it will aid in eliminating misunderstandings. It is not the intention of the staff to embarrass you when financial issues are raised, but this effort on the part of our staff will result in a savings to everyone.

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