

## UNDERSTANDING MY BILL AND CO-PAYS

- Co-pays are not required for **most** preventive care services (or care provided to Medicaid enrolled children).
- Many times parents have extra concerns about their child's health or behavior during "check-up" appointments that requires extra time.
  - For the convenience of children and families, and when schedules permit, we try to address these added problems as part of your child's "check-up" office visit.
  - In this situation, as per guidelines developed by the American Medical Association and the American Academy of Pediatrics, we will bill for the added office visit time.
  - **Some** insurance companies are now asking that we collect a co-payment from families when we address these extra problems in addition to the check-up visit. Please address any billing questions to your insurance carrier should a co-pay be required.
  - If it is more convenient, we can schedule a separate appointment to address these additional health concerns outside of the "check-up" appointment.
- Our goal is to deliver the very best care to your child and family – comprehensive, convenient and fairly priced.
- If you ever have any questions about your bill, please feel free to speak with our billing office at (301)754-3060.