



New Jersey Pediatric and Adolescent Care, LLC

Welcome to New Jersey Pediatric and Adolescent Care! Office Policies

Appointments: Patients are seen by appointment only. Our staff will make every effort to accommodate you.

If you are unable to keep an appointment, please call to cancel as early as possible. *Repeated broken or missed appointments will result in a "no show" fee.* A cancellation within less than three hours of a sick appointment or less than 24 hours before a well care is considered a broken appointment. A warning letter will be sent as a one-time courtesy. With subsequent broken appointments, there will be a charge of \$25.

Late Arrivals: Please let us know if you will be at least ten minutes late for your appointment. If there is more than a half hour delay, we may ask you to reschedule.

Telephone Calls: For routine questions, please call between 9am and 5pm. *Please limit after hours calls to emergencies only.*

Fees, Insurances and Health Plans: A parent/guardian must notify the office of changes in address, phone number, or insurance. It is recommended to bring the insurance card for each visit.

Insurance companies require collection of your co-pay or contracted percentage of services at every visit. If you have a deductible that has not yet been met, you will be required to pay for the visit in full. If your insurance company does not pay for a service, the charges will be the responsibility of the parent/guardian. We recommend that you always question your insurance company regarding your benefits first if you have any questions about covered services or bills.

Balances are due at the time of the appointment. Financial arrangements will be required for balances greater than 60 days outstanding and prior to appointment.

We accept cash, checks, Visa, MasterCard, American Express, and Discover. There is a \$25 fee for returned checks.

1680 Route 23 N Suite 350 Wayne, NJ 07470

(973) 521- 9700

Medical Records: Patient copies of medical records can be obtained within two business days with a pre-payment. The fee for medical record copy is \$15.

After Hours Services: New Jersey Pediatric and Adolescent Care provides after-hours services. After office hours, holidays, and Sundays will incur an additional charge of \$70, which will be submitted to your insurance. If it is not covered, you will be responsible for the payment of the additional charge.

Emergency and Walk-ins: Emergency visits and walk-ins will be associated with an additional charge of \$50, which will be submitted to your insurance company. If not covered, you will be responsible for the payment of the additional charge.

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