

# BEVERLY HILLS PEDIATRICS - BHP Family Plan Common Questions

## **Why are you initiating this fee?**

Every year our costs to provide medical care increase and our reimbursements decrease. Also, many of the services we provide are not covered.

## **How will the fee be implemented?**

The fee will take effect June 1, 2010 and will be payable on or before that date. You will be billed every June 1st annually. If you come to a sick appointment without paying the fee, we will see your child for that visit only and will expect payment at that time. If you decline to pay the fee, we will unfortunately have to dismiss you from the practice. If you are coming in for a well visit, the fee must be paid in advance to be seen.

## **I am an out of network or cash patient. Do I still have to pay the annual fee?**

Yes. The annual fee applies to all families in the practice. It covers administrative costs and services that are provided to all patients regardless of medical insurance. Effective 6/1/2010, our billing department will bill all out of network carriers as a courtesy. Payment will no longer be due at the time of service. Please contact our billing department if we are out of network for your insurance.

## **Why not charge for each non-covered service, instead of an annual fee?**

This would be quite costly for you. For example, some practices charge for every after hours phone call. This is also the simplest way to evenly distribute the cost.

## **How did you come up with the amount of the fees?**

These numbers will allow us to continue to provide the services you have come to expect from Beverly Hills Pediatrics. Without this fee, we would not be able to provide the care your child deserves.

**We hope we have answered all of your questions. If you would like to discuss further, we would appreciate you directing all questions to Karen in our billing department. She is available Tuesday - Thursday from 7:00am - 5pm. You can call her at 713-896-3131 or e-mail to [billing@beverlyhillspediatrics.com](mailto:billing@beverlyhillspediatrics.com). Thank you for your understanding.**

## **What if I refuse to pay?**

All families must pay the fee. For legal reasons and in fairness, we cannot make any exceptions. We assume that you are pleased with the care you receive from Beverly Hills Pediatrics, and feel that our services are worthy of this annual fee. If you decide not to pay, we will send your records to a pediatrician of your choice with your written request.

## **Will the fee increase every year?**

If costs continue to rise and our reimbursement rates don't, we may need to adjust this fee accordingly. However, we are well aware of the cost you pay for your insurance, and will not increase this fee if it is not necessary.

## **What if the majority of your families refuse to pay this fee?**

We will be forced to drop insurance and become a fee for service practice. We will not compromise our care by cutting back on services or staff.

## **Is what you are doing legal?**

Yes. We have consulted with our legal counsel. We have agreed to accept fee schedules under contract with Blue Cross, Blue Shield and Cigna Healthcare for covered services provided to your child. This administrative fee is to cover costs and services that are not covered and not reimbursed.

## **Will this fee be prorated?**

Yes. The first year's fee will be prorated based on when your family joins the practice.