



Washington University Clinical Associates

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## Visit Policy

Good health care for newborns, infants, children and adolescents begins with the well-child visit (checkup) and other services that help keep children healthy. These are *preventive* services. Our doctors and staff provide these services based on a plan called Bright Futures. The American Academy of Pediatrics (AAP) made this plan to help doctors and families understand what preventive services children should receive from birth to 21 years of age, such as screening tests, immunizations and advice about staying healthy and safe.

Because preventive services are important to keeping children healthy, the Patient Protection and Affordable Care Act includes a rule that all preventive care screenings, services and vaccine recommendations included in the Bright Futures plan must be covered by most health plans. This is not always true, though, as some older plans, called grandfathered plans, do not have to pay in full for preventive services.

There may also be times when a child needs a service that is not considered preventive on the same day as a well-child visit. If a child is not well or a problem is found that needs to be addressed during the checkup, the physician may need to provide an additional office visit service (called a *sick visit*) to care for the child. This is a different service and is billed to your health plan in addition to the preventive services provided on that day. If you have a co-payment for office visits, coinsurance or deductible amounts that you must pay before your health plan pays for these services, our office will charge you these amounts.

We value your time and want to make the most of each appointment for your child. Addressing additional problems during a well-child visit saves you the time of scheduling an extra visit which would also necessitate a charge. Some services that may be provided and billed in addition to preventive services include:

The doctor's work to address more than a minor problem, which will be billed as an office visit (e.g., if the doctor gives a prescription, orders tests, or changes the care plan for a known problem)

Medical treatments (e.g., breathing treatments, wart treatments, etc.)

Any surgery (e.g., removing splinters or something the child put in his or her nose or ear)

Our office does not want you to be surprised by a bill but must always bill your health plan based on the actual services provided. This is required by the insurance companies and is considered fraudulent if not followed correctly. Please feel free to ask questions about services that may not be paid in full by your health plan on the day of your visit. It is our pleasure to help.

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