



## Dear Families and Friends of Dr. McAuliffe's Office,

I would like to take this opportunity to share some 2018 practice news and office policies with all of you. Please consider visiting our website [www.4moms4kids.com](http://www.4moms4kids.com) for more detailed information about our practice and our practice policies. Please [Like Us On Facebook](#) to receive important pediatric updates directly from Dr. Lori.

### We are Here to Serve You

It is our only goal to provide you and your family with the best possible pediatric experience. You will be greeted by smiling faces, have experienced pediatric nurses welcoming your family and discussing your concerns and only ever see a board-certified, U.S.-trained pediatrician each and every visit (MDs only – we do not employ nurse practitioners or physician's assistants) and receive a complete exam as well. Our doctors are available to you 24 hours a day, 365 days a year for any after-hours emergencies which arise. We guarantee a same day appointment for any sick child. You will not find better care for your family anywhere ☺

### Well Visits

Well visits are an excellent opportunity to review your child's overall health and development, behavior, school performance, puberty, etc. with your child and his/her doctor.

Dr. Lori recommends that your child has a well visit each and every year to ensure his/her good health. If your child is not feeling well for his/her well visit, kindly call our office to change the visit to a sick visit. Well children presenting for a well-physical with a list of medical concerns requiring the doctor's attention may be charged a co-pay by your insurance company. All children must have an up to date physical for their age before any refills, booster vaccines, or form completions can be provided. Further, the ACA now requires that a patient's annual physical be up to date or the physician is not in compliance with the law. As such, **it is our policy to require a well physical for every child every year** ☺ .

Most insurance companies cover the full cost of vaccines. Free Vaccines for Children (VFC) can only be given at the time of the visit if we are made aware ahead of time that your child is uninsured/underinsured or you will be responsible for the full cost of the vaccine.



### Flu Vaccine 2018-2019 Season

**GREAT NEWS!!** Most insurance companies including HMO's and Tri-Care are now allowing pediatricians to bill parent insurance for vaccines they receive from our office (except Medicare). You have the option of sending in your payment for the vaccine (\$50) OR providing a copy of your own health insurance card, your social security number, and your Date of Birth to have your vaccine billed to your insurance. Dr. Lori is happy to offer pre-ordered flu vaccines to parents, grandparents, and any other relatives or caregivers of your children.

The Center for Disease Control is recommending that only the inactivated (injectable) flu vaccine be offered (i.e. The Flu Mist is not currently recommended or available). All vaccines given by Dr. Lori are thimerosal (preservative) free. The flu vaccines given here are all quadrivalent (contain and protect against 4 strains of the flu).

Your family's Flu Vaccine Reservation must be received as soon as possible to ensure a vaccine is available for next flu season. You do not need to send payment with your children's order as Dr. Lori will bill your insurance when the vaccine is given.

IF YOU DO NOT PRE-ORDER YOUR FLU VACCINE, BUT REQUEST ONE IN THE FALL, THE CASH COST WILL BE \$55. This cost increase results because pre-ordered vaccines are available at a discount from the manufacturer.

The flu vaccine will arrive sometime in the fall of 2018. We will post the arrival on Facebook. It is your responsibility to call our office to schedule an appointment to receive your vaccine. We do schedule flu vaccines on three Saturdays in the fall to allow your family a very quick after-hours vaccine visit with little or no exposure to illness.

Remember, anyone under the age of 9 years who is receiving a flu vaccine for the first time will require two doses given 1 month apart. Please remember to estimate the age of your child next September to be sure that all infants over 6 months of age are protected.

If you order a vaccine, please come in to get it since you are responsible for its cost. Flu Vaccines have Expiration dates in early winter, so please come in to get them in a timely manner.

Flu vaccines offer protection for only the 6 months following their administration as the flu virus itself mutates each year; this is why it is necessary to receive them every year.



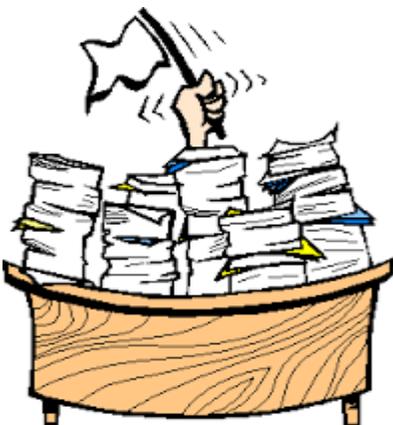
### **Meningitis B, HPV, Tdap, MMR, Hepatitis A and B and Chickenpox Vaccines For Parents**



Dr. Lori is happy to offer the Tdap vaccine (tetanus, diphtheria, and pertussis) to the parents and caregivers of our practice. All adults should receive a tetanus booster every 8-10 years. Most of us wait until we have an injury to get a tetanus booster – but vaccination is a way to be proactively protected against tetanus (as well as pertussis, also known as whooping cough). Many adult doctors do not provide vaccines. Please call our office for more information or to schedule your Tdap or other recommended adult vaccines.

We follow the Academy of Pediatrics recommendations and are offering patients two important vaccines. First is the Gardasil 9 against Human Papilloma virus which is a known cause of cancer of the mouth, esophagus and genitalia. It is given at age 12-13 for girls and boys. If this vaccine series is delayed beyond age 15, three doses are required. Second is the Bexsero or Trumemba vaccine against a deadly infection called Meningitis B. These two doses are given between age 17-18 to protect our college bound kids.

### **2018 Administration Fee**



I want to continue to offer your family the highest possible quality of care by highly trained board certified pediatricians and pediatric nurses, to guarantee same day visits for your sick children, to update you regarding changes in the practice of pediatrics (including new medications and vaccines) and to provide urgent care services to help keep your family out of the emergency room. Unfortunately, regulatory costs and office expenses are going up, and insurance reimbursements are not.

As such, doctors are finding themselves having to charge a fee for services which were historically offered free of charge – like business hour telephone advice, postage, after-hours calls to the doctor, prescription refills without an appointment, and completion of forms for camps, schools,

insurance applications and family medical leave act (FMLA) paperwork. Charging for these services is supported by the American Academy of Pediatrics and The American Medical Association.

Most doctors do not like the idea of charging families for each non-covered service they provide throughout the year. Some doctors are beginning to request a membership fee of thousands of dollars for access to their services. Instead, Dr. Lori is asking you to carefully consider the option of contributing an annual administration fee of \$100 per family as an alternative to incurring fees (as allowed by your insurance company) for those services mentioned above.

If you choose not to contribute, please be aware that there will be a charge for any non-visit service as described above.

### **Office Food, Drink, and Video Policy**

We have many patients who are allergic to foods and dyes. To prevent accidental exposure to allergens and to help keep the office and our flooring clean, only water and baby formula are allowed in the exam rooms please. Due to HIPAA regulations and privacy laws, there can be ABSOLUTELY NO VIDEOS OR PHOTOS taken in the office.

### **Prenatal/Adoption/Transfer Consultations**

Dr. Lori is happy to meet with expectant parents to give an office tour and answer any questions. These are scheduled visits that are offered free of charge. If you know parents who are unhappy with their current pediatric care elsewhere, please let them know that Dr. Lori would be glad to meet with them and discuss what sets our practice apart.



### **Private Pay/Uninsured Patients**

Private/Cash pay charges are discounted as a courtesy to those without insurance. Charges are due in full (unless other arrangements have been made) at the time of the visit or will revert to our usual and customary fees.

### **Co-Pays/Hardships**

Co-pays are your contract with your insurance company. They are due on the date of service or you will incur a \$40 late co-pay fee. For your convenience we accept cash, checks, and all major credit cards. **It is our 2018 Practice Policy that all families keep a credit card securely on file with us to bill the amount your insurance carrier says is your responsibility.** We understand that some of our families have fallen under hard economic times. We are willing to work with you regarding outstanding balances. Once we agree upon a payment plan, we can arrange for recurring charges to your credit card. Checks returned for insufficient funds will incur a fee of \$50.

### **Insurance Cards**

Due to frequent changes in insurance coverage, please be prepared to provide your insurance card to the front desk at each and every visit. We will file for payment from your insurance company. If payment is not made after two timely filing attempts, you will be responsible for contacting your insurance company yourself or you will be personally responsible for payment in full.

## High Deductible Insurance Plans

With the beginning of the year, for many will come the beginning of a new calendar year deductible. Our families with high deductible plans will have two options for payment:

1. Paying the expected (but estimated) cost of the visit at the time of service OR
2. Securely leaving a credit card number on file for us to bill once your insurance company's explanation of benefits (EOB) is received by our office.

## Missed Appointments

Hurray! We now offer text, email and phone call reminders of your scheduled appointments. You will hear from us two business days before your appointment date. If you are unable to keep your appointment, kindly let us know so that we can help you to reschedule, be sure that your child is doing better, and offer that time slot to another sick child. Missed appointments, without the courtesy of a telephone call 24 hours prior to that appointment, will result in a \$50 missed sick appointment charge or a \$100 missed well visit charge. Due to staffing costs, please be aware that there will be a \$200 charge for missed double appointments or \$300 missed triple appointment of any kind with no exceptions.

## After Hours Calls

Our doctors are on call 24 hours a day, 365 days a year to help you with your after-hours emergencies. We can advise you regarding home care, over the counter care, call in prescriptions if warranted (and followed by an office visit the next business day), or direct you to All Children's Hospital ER if indicated. We do employ our answering service to call you back after 15 minutes to be sure you have heard back from the doctor on call. If you have not received a call back from the on-call doctor within 20 minutes, please call again.

Please use after hours calling for emergencies only or questions which you feel simply can not wait until the office reopens. Routine prescription refills are done during regular office hours only. The on-call doctor does not take messages for the office, cancel or change appointments, or have access to lab results. Further, the answering service cannot take messages for the office or give advice of any kind - they can simply page the doctor to help you with your emergency.

If the on-call doctor determines that your child needs a prescription called in after hours, it is the policy of this practice that your child must be seen the next business day to ensure that your child is thoroughly examined and being appropriately treated.



## Sincere Thanks



I hope you each know how truly blessed I feel to be part of your family's life. Thank you for sharing your children with me and my staff. Please feel free to call or write me with your ideas or concerns about any information presented here.

**Dr. Lori, Dr. Class, Dr. Spector, Dr. Holly and Staff**

**THIS FORM MUST BE COMPLETED YEARLY TO UPDATE YOUR CHILD'S CHART**

***For details regarding this form please visit [www.4moms4kids.com](http://www.4moms4kids.com) under Practice Forms***

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**2018 Administration Fee**

\_\_\_\_ 1. Enclosed is \$100 for my family's administration fee for 2018. I understand that I WILL NOT BE CHARGED for non-covered services.

\_\_\_\_ 2. I prefer not to contribute and understand that I WILL BE CHARGED for non-covered services as allowed by my insurance company and as follows:

- a. \$35 for each After Hours Phone Call to the doctor
- b. \$35 for each Prescription Refill requested without an appointment
- c. \$35 per form for Physician Completion of School forms, Camp forms, FMLA paperwork, Life Insurance forms, etc. (if paperwork is presented during an office visit there is NO additional charge)

My decision to participate in no way affects the quality of my family's care.

Payment method:

\_\_\_\_ Check made out to Lori McAuliffe M.D., P.A. enclosed

\_\_\_\_ Please bill my credit card:

Type: \_\_\_\_\_ Name on Card: \_\_\_\_\_  
 Account #: \_\_\_\_\_ Exp. date: \_\_\_\_\_

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**PLEASE RETURN COMPLETED FORM AS SOON AS POSSIBLE AS DR. LORI MUST ORDER YOUR 2018-19 FLU VACCINES BY FEBRUARY 1<sup>st</sup>, 2018**

**2018 Flu Vaccine Order Form**

Child/Parent's Full Name:	Date of Birth	Age	Order Flu for 2018?	Payment Method
1. _____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insurance** Cash/Credit
2. _____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insurance** Cash/Credit
3. _____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insurance** Cash/Credit
4. _____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insurance** Cash/Credit
5. _____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insurance** Cash/Credit

VISA/MC/Disc/AMEX #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_  
 Name on Card: \_\_\_\_\_ Permission to keep card on file? \_\_\_\_ Yes \_\_\_\_ No  
 Signature: \_\_\_\_\_ Private Pay Flu shot pre-order = \$50

**Office Use Only**

Amount \_\_\_\_\_ 0.5  
 Check # \_\_\_\_\_  
 Cash \_\_\_\_\_

**\*\*PARENTS - Please enclose a current copy of your own insurance card and SSN\*\***



I have read, understand, and agree to abide by the policies of the practice presented here and on the website ([www.4moms4kids.com](http://www.4moms4kids.com)).

Signature of person completing form: \_\_\_\_\_ Date: \_\_\_\_\_

Preferred phone number for Texts: ( ) \_\_\_\_\_ Preferred Pharmacy Phone #: ( ) \_\_\_\_\_

E-mail address: \_\_\_\_\_