



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

I would like to take this opportunity to share some 2021 practice news and office policies with all of you. Please consider visiting our website (www.4moms4kids.com) for more detailed information about our practice and our practice policies. Please Like Us On Facebook (@lorimcauliffemd) 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 thorough exam as well. Our doctors are available to you 24 hours a day, 365 days a year for any after-hours concerns 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. We schedule these as half hour long appointments. If your child is not feeling well for his/her well visit, kindly call our office to change the visit to a sick visit. 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 Affordable Care Act 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 with any recommended vaccines 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 or underinsured otherwise you will be responsible for the full cost of the vaccine. Please visit our website for an up to date list of vaccines recommended at each age of childhood through age 21 years.



Flu Vaccine 2021-2022 Season

GREAT NEWS!! Insurance companies allow pediatricians to bill parents' insurance for vaccines they receive from our office (except Medicare or Medicaid). Dr. Lori is happy to offer pre-ordered flu (and other) vaccines to parents, grandparents, and any other relatives or caregivers of your children.

The Center for Disease Control recommends the inactivated (injectable) flu vaccine. Unlike vaccines given at pharmacies and retail stores, ALL vaccines given by Dr. Lori are thimerosal (preservative) free and 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 reserved 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.



The flu vaccine will arrive sometime in the fall of 2021. 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 two Saturdays in the fall to allow your family a very quick after-hours vaccine visit with no exposure to ill patients.

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 and not to get them too early (i.e. during the summer months).

COVID-19 PANDEMIC

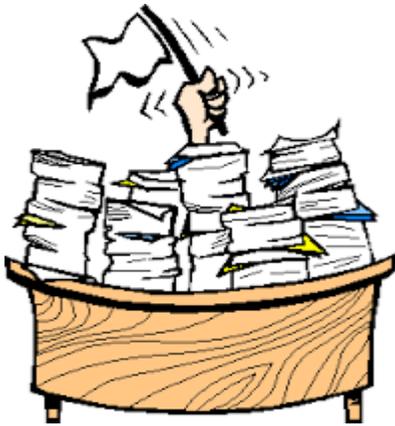
For those of you who have not been in to the we have made some changes to better protect face shields. We have removed toys and books germ transmission. We offer outside visits for indoors. We have separate well and sick rooms. after each visit and deep cleaned at night. We COVID antibody testing for patients and their a COVID 19 Rapid Antigen test with results in 15 minutes. We are able to provide you with documentation of COVID test results to assist with return to work/school/or daycare. We also now offer scheduled Telemedicine visits with one of our doctors for both your safety and convenience.



office since the beginning of the pandemic, you. All clinical staff wear N95 masks and for the time being to decrease potential for those who are not comfortable being seen Our exam rooms are cleaned before and offer COVID 19 nasal PCR testing and extended families. By spring, we will have

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2021 Voluntary 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 from the doctors or nurses, postage, after-hours calls to the doctor, prescription refills without an appointment, and completion of forms for

camp, 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. New parents: There is no fee for after-hours calls during the first three months of your baby's life.

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.

Private Pay/Uninsured Patients

Private/Cash pay charges are discounted as a courtesy to those without insurance. Charges are due in full at the time of the visit (unless other arrangements have been made) 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 Practice Policy that all families keep a credit card on file with us to bill the amount your insurance carrier says is your responsibility to include any applicable fees as detailed in this letter.** Your credit card information will be kept confidential and secure as required by the PCI Securities Standards Council. 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.

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 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 urgent concerns only or questions which you feel simply can't 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 or cancel or change appointments. 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 concern.

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.

Dr. Lori does NOT recommend that you take your child to a walk-in clinic or urgent care center without first seeking the guidance of the doctors who know and love your child. There is no substitute for the advice of your own pediatrician which is why we now also offer Telemedicine visits.

New Year Paperwork

At the beginning of each new year, we kindly request that you update your family's information with us (like your address, phone number, insurance and credit card, etc.) so that we are better able to serve you. For your convenience, and to lessen the time you need to spend filling out forms in our office, all 2021 forms are available for download from our website (www.4moms4kids.com). They are located under the tab Practice Forms.

Sincere Thanks



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

Dr. Lori, Dr. Class, Dr. Spector, Dr. Holly and Dr. Smith

2021 Voluntary Administration Fee

For details regarding this form please visit www.4moms4kids.com under Practice Forms

_____ 1. **Enclosed is \$100 for my family's administration fee for 2021.** 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/allowed 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: _____ Security code: _____
Cardholder Signature: _____ Date: _____

FYI all 2021 practice forms can be found on our website www.4moms4kids.com under Practice Forms

2021 FLU VACCINE RESERVATION

Please return completed form as soon as possible as Dr. Lori must order your 2021-2022 Flu Vaccines by January 1st, 2021

2021 Flu Vaccine Order Form

| Child/Parent's Full Name: | Date of Birth | Age | Order Flu for 2020? | Payment Method |
|---------------------------|---------------|-------|--|--------------------------|
| 1. _____ | _____ | _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No | Insurance** Check/Credit |
| 2. _____ | _____ | _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No | Insurance** Check/Credit |
| 3. _____ | _____ | _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No | Insurance** Check/Credit |
| 4. _____ | _____ | _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No | Insurance** Check/Credit |
| 5. _____ | _____ | _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No | Insurance** Check/Credit |
| 6. _____ | _____ | _____ | <input type="checkbox"/> Yes <input type="checkbox"/> No | Insurance** Check/Credit |

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

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

Signature of person completing form: _____ Date: _____

Preferred phone number for texts: () _____

Preferred phone number for calls: () _____

Preferred E-mail address: _____