



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

I would like to take this opportunity to share some 2022 practice news and office policies with all of you. Please join us in welcoming our newest pediatrician, Dr. Molly Starr Kidder M.D. Please visit our website (www.4moms4kids.com) for more detailed information about her, our practice, or our practice policies. Also be sure to 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. Your calls will be answered by actual people! We guarantee a same day appointment for any sick child. Your family will be greeted by smiling faces! Experienced pediatric nurses will welcome your family and discuss your concerns. What's more -- and what sets us apart—you will always be seen and examined by a board-certified, USA-trained pediatrician each visit! We are all MDs – we do not employ nurse practitioners or physician's assistants. Our doctors are available to you 24 hours a day, 365 days a year for any after-hours concerns which arise. You will not find better care for your family anywhere!

Well Visits for Kids Birth through Age 21 years

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 every year to ensure his/her good health. If your child is not feeling well for the 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 and/or need to return for an additional visit specifically to tend to ongoing concerns. All children must have an up-to-date physical for their age before any refills, booster vaccines, or form completions can be provided. To be compliant with The Affordable Care Act, **it is our policy to require a well physical with all recommended vaccines for every child once a 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 2022-2023 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 order as Dr. Lori will bill your insurance when the vaccine is given.

The flu vaccine will arrive sometime in the fall of 2022. 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. Private pay cost of Flu Vaccine is \$60.

Remember, anyone under the age of 9 years who is receiving a flu vaccine for the first time will need a second dose given 1 month later.

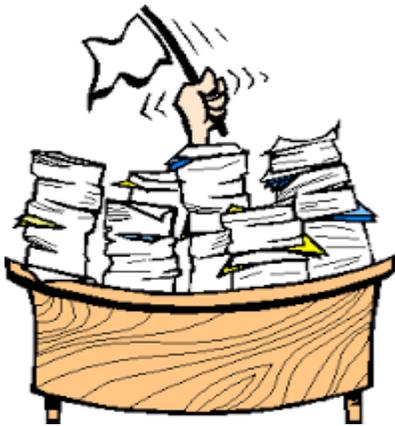
Flu vaccines offer protection for the 6 months following their administration as the flu virus itself mutates each year; therefore, it is necessary to receive them every year and not to get them too early (i.e., during the summer months). Dr Lori recommends getting your flu vaccine between September and November. If you pre-order a vaccine, you are responsible for its cost – so please come in to get it.



COVID-19 PANDEMIC

Due to the ongoing pandemic, we have made some changes to better protect you. All clinical staff will continue to wear masks until the Public Health Emergency is lifted. We have limited toys and books for the time being to decrease potential for germ transmission. Our exam rooms are cleaned before and after each visit and deep cleaned at night. We offer COVID 19 in-office rapid tests, send-out nasal PCR tests, COVID antibody testing for patients and their extended families as well as COVID 19 vaccines for those ages 5 and up. We can provide you with documentation of COVID test results to assist with return to work, school, daycare, or travel. We also now offer scheduled telemedicine visits with one of our doctors for both your safety and convenience.

2022 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 and telemedicine 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 – which has been particularly frustrating considering all the increased costs associated with COVID (safety, testing, education, and vaccines).

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 (where medically appropriate), and completion of/copying of forms or writing of letters for camps, schools, insurance applications and family medical leave act (FMLA) paperwork. Charging for these services is supported by the American Academy of Pediatrics (AAP) and The American Medical Association (AMA). We suggest you screenshot school/sports/immunization forms to prevent need for obtaining copies later.

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. **ATTENTION NEW PARENTS:** There is **NO FEE** for after-hours calls during the first three months of your baby's life.

After Hours Calls/Telemedicine Visits

Our doctors are on call 24 hours a day, 365 days a year to help you with after-hours emergencies. We can reassure you something is normal or advise you regarding home care or over the counter care. We can review pictures of rashes/cuts or, if requested, provide a video telehealth visit. If you sound worried, or you're making us worried, we will direct you to All Children's Hospital ER or St. Joe's ER. If you are heading to the ER (at our direction or on your own), please let us know so we can call ahead and speak to the ER doctor on your behalf to explain why you are coming in, share any relevant history, and help them prepare for your arrival.



Should you make an after-hours call, our answering service will call you back after 15 minutes have passed 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 or the service within 20 minutes, please call again to be sure your call information was correctly transmitted.

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 only during regular office hours and require 24-48 hours' notice please. The on-call doctor doesn't take messages for the office or cancel or change appointments. Similarly, the answering service can't 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 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, therefore we also offer the option of a telemedicine visit (during office hours and sometimes after hours). These visits will occur through Doxy Me (unless you don't have access to that platform) and must be requested when you call the answering service. Please be aware that once the Public Health Emergency ends, telemedicine visits will be subject to the same co-pay contract as your in-person office visits.

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. If insurance coverage is not in place at the time of the visit, you will be responsible for paying in full on the date of service. Should any insurance benefit be paid to us on your behalf at a later date, that amount will be refunded to you.

Co-Pays/Credit Cards on File/Hardships

Co-pays are your contract with your insurance company. Co-pays 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 to require all families to keep a credit card on file with us. This allows us to promptly collect the amount your insurance carrier says is your responsibility (including 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. Electing NOT to keep a credit card on file will result in a \$2.50 postage/handling/paper-statement fee for each statement we need to generate.

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. Any 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 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 personally contacting your insurance company 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 well appointments or \$300 missed triple well appointments with no exceptions.

Prolonged Services

We hope you have chosen this practice because you realize and value that our doctors will go above and beyond to help your children with each medical health, mental health, academic health, or sexual health concern that you/they have. As such, it is common for our doctors to reach out to specialists on your behalf to discuss needed care/recommendations. Our doctors carefully and thoughtfully review all communications coming to us regarding your family's visits with specialists, ERs, Urgent Care Centers, hospitals, schools, and psychologists. Our doctors also write letters to schools on your behalf requesting 504/IEP accommodations to address your child's specific needs/learning abilities. The time spent in these activities is billed to your insurance as a "prolonged service" that did not occur on a date of an actual visit (if that is the case). Your insurance company's explanation of benefits (EOB) will show this billed as code 99358. This is supported by the AAP and the AMA and is necessary to reimburse the level of care that you receive at our office.

New Year Paperwork

At the beginning of each new year, we kindly request that you update your family's information with us (i.e., address, phone number, insurance, 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 2022 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.

Love,

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



2022 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 2022.** 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/letter for Physician Completion of School forms, Camp forms, FMLA paperwork, Life/Disability Insurance forms, etc. (If paperwork is presented during an office visit, there is NO additional charge). We recommend you screen shot all forms to prevent need for copies in the future.

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 2022 practice forms can be found on our website www.4moms4kids.com under Practice Forms

2022 FLU VACCINE RESERVATION

Please return completed form as soon as possible as Dr. Lori must order your 2022-2023 Flu Vaccines by January 1st, 2022

2022 Flu Vaccine Order Form

Child/Parent's Full Name:	Date of Birth	Age	Order Flu for 2022?	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: _____