



## Policies and Procedures for Our Managed Care Patients

- Co-payment and Co-Insurance must be made at time of service.
- As per your insurance, NCQA requirements, and our office policy, previous records and immunization records are required.

### REFERRAL PROCEDURES & RULES

- You have to be referred by a McDonough Pediatrics, PC doctor.
- Must follow instructions on Referral sheet and office **MUST** be notified of **DATE, TIME, and SPECIALIST** at least 1 week in advance.
  - **\*\*on urgent/same day/next day appointments, please call ASAP so we can process your referral. \*\***
- If you do not notify our office of your appointment with your specialist, this may cause you to have to reschedule your appointment.
- Cancellations and/or rescheduling of appointments made by you at the specialist's office are **YOUR RESPONSIBILITY**.
- Remember, the specialist's office has their own policies and procedures, and you may not be able to get another timely appointment as needed for your child.
- Our office works very closely with specialists and their offices, to ensure that we get appointments for our children on an ASAP or first available/ work-in basis. We do not want to jeopardize this relationship by referring those patients who do not follow their office rules and procedures.
- Please work closely with the specialist to make sure you have a valid referral for your visit. If your referral expires by the next visit, please notify our office of the next appointment date and time, so we can have a valid referral in the system.

**\*\*\*Please sign stating that you understand and agree to the Terms & Conditions above\*\*\***

Signature: \_\_\_\_\_

Date: \_\_\_\_\_