



Carolinus HealthCare System

Arboretum Pediatrics – Office Visit Policies

Dear valued patients and families,

Thank you for choosing Arboretum Pediatrics for your child's healthcare needs. We practice comprehensive medical care focused on prevention as well as evaluation and management of your child's complaints and concerns.

Insurance companies are now often dictating how physicians code and bill for our services. There are two definitions you need to be aware of that can help all of us define your pediatric office visits:

1. Preventative or "Well Child" Exams

This visit is designed to review your child's growth and development. This visit is not designed to address specific complaints or to manage known medical problems. This is usually a visit to review preventative health issues such as:

- Growth and development
- Physical exam
- Patient family history
- Immunizations
- Activities of health living

2. Office Visit or "Sick Visit"

This visit is designed for the evaluation and management of a single or multiple complaints such as:

- Ear Infections
- Weight concerns
- Sleep concerns
- Allergies
- Respiratory infections
- Complex behavioral issues
- Chronic medical conditions that are flaring up or require follow-up

During your child's preventative or "well child" visit, other concerns/issues may be addressed that are not considered part of your preventative care benefits by your insurance carrier, and could be considered an office or "sick visit" by your insurance company.

Please be aware that because of this possibility, these additional concerns or issues may not be covered by your insurance carrier (depending on your individual coverage) and these charges could, therefore, be applied to your deductible/coinsurance. You may be assigned responsibility by your insurance company for a sick visit or co-pay/co-insurance, in addition to the one for your well child visit.

Should you have additional questions regarding this information or the billing of your child's visit, please do not hesitate to ask our practice manager.

Thank you for choosing Arboretum Pediatrics.

Sincerely,

The Providers and leadership team at Arboretum Pediatrics