



Introducing the What's New Newsletter!

Bloomington Pediatrics is pleased to debut our quarterly newsletter "What's New!" In this newsletter, patient families will find helpful general information, reminders, and new information for the upcoming quarter. We also share timely updates on our Facebook page and through your Patient Portal. For detailed information about our providers, practice policies, and other valuable resources, please visit our website at:

www.bloomingtonpediatrics.com

Good to Know!

Current Office Hours:

Monday - Friday 8:00am - 5:00pm

Phones close at 4:30pm

Saturday 8:00am - 12:00pm

Same day ill visits only

Sunday Closed

We do not accept walk ins at any time. All visits are by appointment only. Please call the office to schedule your child's well or ill visit appointment.

Our Phone Number: (309) 662-0504

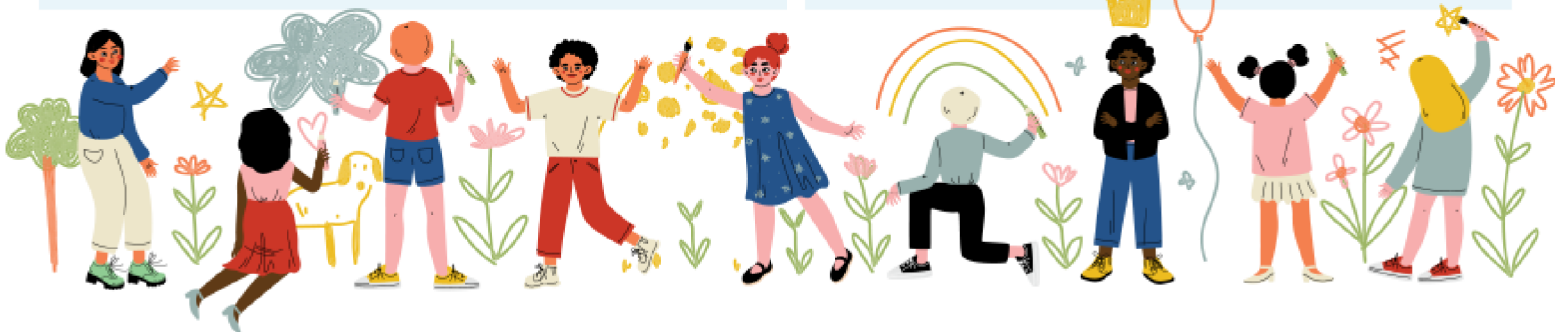
Our Fax Number: (309) 663-7645

Our Address: 306 Saint Joseph Drive
Bloomington, IL 61701

Electronic Prescriptions

Effective January 1, 2024, providers are required to electronically prescribe all medications, including controlled substances.

As some of our families are aware, many ADHD medications fall in this category and have been difficult to find in stock at local pharmacies. We previously gave paper copies of these prescriptions to families so they could find a pharmacy with their medication in stock and have it filled there. Under the new law, we will no longer be able to provide a paper copy of your child's prescription. Families are encouraged to continue to seek out a pharmacy with the medication in stock and alert our nursing staff so the medication can be e-filled. We apologize for the inconvenience and appreciate your understanding as we follow these new laws,





BILLING CORNER



Insurance Update 2024

Many of our patient families will have a new insurance plan for 2024. To help us make sure your visit claims are sent with accurate policy information, we ask that you bring your most current insurance card with you to each visit so we may confirm or update what we have in our system, as well as scan a copy into the patient record. If you have new insurance, but have not received a card yet, please let our staff know so we may follow up with you. We participate with most insurance plans – if you have a new plan for 2024, please check your plan network to ensure our providers are contracted as an in-network provider.

It is the responsibility of the member to know their policy benefits and to make timely payment of balances owed. Copays are part of your contract with your insurance company and are due at the time of service. We will file your visit claim with the insurance information you provide, and will send you a statement for any remaining balance after insurance processes the claim. If your insurance is not valid for the date of service, you will be responsible for the balance in full. For our families without insurance, we offer a discount on your charges as a courtesy. If you have any concerns about your balance or ability to pay, please call our Billing Department.

Credit Card on File

We are pleased to offer our patient families the option to keep a credit or debit card on file with us for convenient payment of copays and balances. Your credit card information will be kept confidential and highly secure in our PCI-Compliant system.

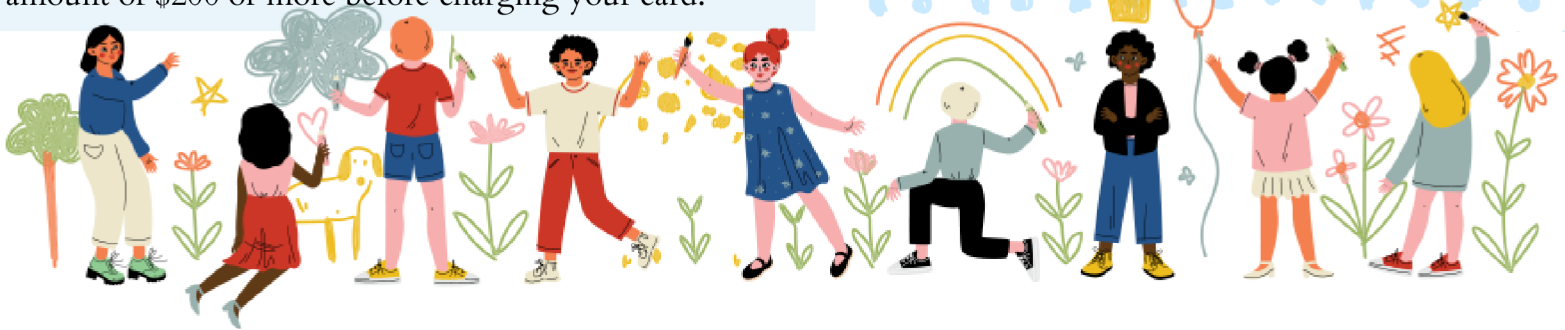
If you would like to take advantage of this convenience, please let our front desk staff know at the time of check in and they will provide you with the form to sign up.

Once the completed form is on file, you may request the card to be charged for time of service copays and we will automatically charge your card for non-covered services after insurance processing, up to \$200. Our Billing Department will contact you regarding any balances in the amount of \$200 or more before charging your card.



Billing Department Contact Info

The Billing Department may be reached Monday-Friday from 8:00am - 4:30pm by calling (309) 662-0504 and selecting option 6.





Family Matters

Bloomington Pediatrics understands the complicated nature of families with parents in the process of separation, divorce and custody arrangements. It is our office policy to “side” with the child and act in their best interest always.

Here are a few other areas to note:

1. We ask that you provide the most up to date copy of any court documents so we may comply with court orders. Unless court orders specify otherwise, both parents have a legal right to patient information and medical records.
2. The parent/guardian accompanying the child for the visit is responsible for relaying information from that visit to the other parent. We will not make calls to the other parent after the visit, nor will we call to obtain consent for treatment from the other parent. If the other parent feels a separate discussion with the provider about their child is necessary, they may schedule an appointment, which will be billed to insurance.
3. The parent who carries the insurance will, by default, be sent the statement for any balances. If the parent who carries the insurance is not also the responsible party for balances, due to court order, please provide that documentation at the time of visit so statements may be sent to the correct party address.



Housekeeping

- Many of our patients have food and dye allergies. To avoid accidental exposure, we request that only water or baby formula be consumed in the waiting room and exam rooms.
- Our office is a Fragrance-Free Zone. Please be considerate of those in the waiting room and those who may use the restroom or exam room after you and refrain from using scented products in these shared spaces.
- Children should be supervised at all times in the waiting room, restrooms and exam rooms. We thank you for your help in keeping our shared spaces clean and in good condition for all.
- In accordance with HIPAA privacy laws, taking photos and/or videos of any kind within the office is prohibited.

With a new year upon us, we offer our sincere gratitude for entrusting your family's care to us. It is our privilege to do so, now and in the years to come.

~Stay Well,

The Providers & Staff of Bloomington Pediatrics

