



106 Hyannis Drive
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Billing policies

The following is a synopsis of Holly Springs Pediatrics billing and payment policies.

All co-payments are expected at the time of service. For your convenience, Holly Springs Pediatrics accepts cash, personal checks, and Visa/MasterCard/Discover debit and credit cards. Surcharges will be assessed for returned checks or co-payments not made at the time of service.

Our contracts with insurance companies require that we verify your current coverage and collect a co-payment at each visit. If your insurance plan requires deductibles and co-insurance, you will be asked to leave a credit card on file so that we may charge the assessed patient responsibility after your payer returns the Explanation of Payment. We do not store credit card numbers in our office, but use a secure link to access the information when we need to process a charge. **Please bring your insurance card to every appointment.**

[Download our payment policies](#)

Fees for Non-Covered services

The following fees will be charged for services that are not covered by insurance:

Missed sick appointment (if not cancelled 2 hours prior)	\$25
Missed routine well visit (if not cancelled 24 hours prior)	\$50
Late arrival for well visit (more than 15 min after scheduled start)	"Missed" fee + reschedule appointment
Returned check	\$35
Co-payment not paid at the time of service	\$20
School/sports/daycare/camp form (waived if presented at time of well visit)	\$10
"Rush" (same day) form (waived if presented at time of well visit)	\$15

We are available on Saturdays to treat your urgent patient needs. However, well child exams scheduled on Saturdays, visits that occur after our posted hours and all the holidays will be subject to a \$30 surcharge. If you are insured, this charge will be billed to your insurance carrier. If declined by them, it will be charged to you.

E-Visit

If your child has the following complaints, you may use our new feature E-visit (video session with a provider) without coming to our office.

[Aches and pains](#) [Reflux](#) [Vomiting/Diarrhea](#) [Pink eye: without any other symptoms](#) [Rashes](#) [Constipation](#) [Chronic headaches](#) [Lice](#)

[Discussion of labs with provider](#) [Behavioral issues to be discussed with a provider](#)

To begin your E-VISIT (video visit): desktop, laptop, tablet or smartphone will be needed.

Simply call the office and set up a designated time in which the provider will join the video to begin your appointment. You will then be directed to:

<http://app.evisit.com/#/enroll/holly-springs>, to register your child. (Registration is needed before all E-VISITS) Please click on the E-Visit link on our website to learn more about this service.

Once the provider joins the video visit, you will receive a care plan, diagnosis and/or prescription. However if our provider is unable to address your concern through a video visit, you will be asked to come in to the clinic for an office visit. In this case your "E-VISIT" claim will be waived and the office visit will be filed.

E-VISITS are available 7 days a week until 10pm.

E-Visit may be covered through your insurance policy, please check with your insurance carrier. We will bill your insurance carrier for your E-visit. However, if the claim is denied, you will be responsible for the payment. The cost of E-VISIT without insurance coverage will be based on the amount of time the provider spends as well as the complexity of the case and will range from \$30 to \$100.