

Coastal Kids

To be completed by patient 18 years of age and older.

Personal Information

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Date of Birth (DOB): \_\_\_\_\_ SS# \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Sex: M / F Employer: \_\_\_\_\_

Language: \_\_\_\_\_ Occupation: \_\_\_\_\_

Ethnicity: Hispanic Non-Hispanic Other Cell Phone #: \_\_\_\_\_

Race: \_\_\_\_\_ Email: \_\_\_\_\_

Primary Physician: \_\_\_\_\_

Please ask for your portal log-in credentials.

Primary Address: \_\_\_\_\_ Apt: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Who are you living with: (circle one) Self Both Parents Father Mother Parent and Step Parent Other \_\_\_\_\_

Are Parents: (circle one) Married Single Divorced Separated Widowed

Who carries insurance? Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

DOB: \_\_\_\_\_ Social Security#: \_\_\_\_\_

Parent 1- Please circle M / F

Name: \_\_\_\_\_

SS# \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DOB \_\_\_\_\_

Employer: \_\_\_\_\_

Occupation: \_\_\_\_\_

Mobile Phone: (\_\_\_\_) \_\_\_\_\_

Work Phone: (\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

IF DIFFERENT FROM PATIENT

Address: \_\_\_\_\_ Apt. \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Parent 2- Please circle M/ F

Name: \_\_\_\_\_

SS# \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DOB \_\_\_\_\_

Employer: \_\_\_\_\_

Occupation: \_\_\_\_\_

Mobile Phone: (\_\_\_\_) \_\_\_\_\_

Work Phone: (\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

IF DIFFERENT FROM PATIENT

Address: \_\_\_\_\_ Apt. \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Appointment reminders: (Please choose only one!)

Primary Phone: \_\_\_\_\_  Email: \_\_\_\_\_  Text: (\_\_\_\_) \_\_\_\_\_

Preferred Pharmacy Name and Location: \_\_\_\_\_

(PLEASE TURN OVER)

**CONSENT FOR EXAMINATION, MEDICAL TREATMENT AND CONDITIONS OF EXAMINATION**

The providers may discuss diagnosis or treatments with the authorized person(s) listed below. I realize that the practice of medicine is not an exact science and I acknowledge that no guarantees have been made to me as to the result of treatments or examination in this pediatric practice.

<u>Full Name</u>	<u>Relationship to Patient</u>	<u>Phone Number</u>

<u>Emergency Contact</u>	<u>Relationship to Patient</u>	<u>Phone Number</u>
		Cell:  Work:  Home:

**INFORMATION CONCERNING FILING A CLAIM WITH YOUR INSURANCE COMPANY**

If we participate with your primary insurance, Coastal Kids will gladly file a claim for you. We will allow your insurance company up to 45 days from the date of service to pay the claim. If your company fails to fully compensate Coastal Kids within this time frame, any unpaid balance becomes your sole responsibility.

**AUTHORIZATION TO FILE INSURANCE CLAIMS, RELEASE MEDICAL INFORMATION, ASSIGNMENT OF BENEFITS**

- I authorize Coastal Kids to file insurance claims for services and supplies rendered to me.
- I authorize Coastal Kids to release information, including my medical and billing information, to referring or consulting physicians and to my insurance company. The transmission of all information may be done electronically.
- I authorize that payment of all third party benefits otherwise payable to me be made directly to Coastal Kids
- I assign to Coastal Kids all payments for medical services and supplies provided to me.

I understand that I am financially responsible to Coastal Kids. If my insurance company fails to fully compensate Coastal Kids any unpaid balance becomes my sole responsibility. I agree to pay all amounts not covered or paid by a third party payer within 45 days. If I fail to pay within 30 days, Coastal Kids has the right to charge my payment card that I have on file with them. In the event Coastal Kids refers my account to an attorney to collect any monies owed to Coastal Kids, Coastal Kids shall be entitled to recover reasonable attorney’s fees and costs of litigation.

**AGREEMENT AS TO CO-PAYMENTS, NON-COVERED OR NON-PAID SERVICES, AND GUARANTEE OF PAYMENT**

I understand that Coastal Kids cannot bill for co-payments. Any co-payments or payments for non-covered services are due at the time medical services are provided. I acknowledge that the above information is correct and that I am responsible for the balance on my account for any services not covered or not paid by my insurance plan.

**\*\*\*I acknowledge that I have received or reviewed a copy of the following:**

**1)Notice of Privacy Practice 2) CK Office Policies and 3) Advance Directive. Please initial. \_\_\_\_\_**

\_\_\_\_\_  
**Patient Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**

**We/I will take financial responsible for any charges incurred at Coastal Kids by our/my adult child.**

\_\_\_\_\_  
**Parent/Guardian Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**



Coastal Kids Office Policies

Patient Name \_\_\_\_\_ Date \_\_\_\_\_ Account # \_\_\_\_\_

**Coastal Kids Office Policies**

Please check mark or initial all policies and sign and date at the bottom of the next page to indicate you understand each individual policy. If you have any questions, please ask a member of our staff.

**DEDUCTIBLES, CO-PAYMENTS AND COINSURANCE-** All applicable copays, coinsurance and deductible amounts are due and expected at the time of service. If a deductible is applicable, Coastal Kids will collect \$100 as an estimated amount for the office visit. Any remaining balance will be billed to the guarantor. If your plan has a coinsurance amount for Preventative visits, an estimated patient responsibility amount will be due at the time of service.

**COVERAGE TERMS-** Your insurance policy is a contract agreement between you and your insurance company. You are responsible for knowing the terms and conditions of your policy. It is not the responsibility of Coastal Kids to know your policy details. As a courtesy Coastal Kids will attempt to verify eligibility and benefits, however, we are unable to obtain the exact details of payment until the claim is processed.

**OUTSTANDING BALANCES-** Outstanding balances for all family members are due prior to the physicians visit. Coastal Kids has the right to refuse service for non-urgent medical services if balances are not paid in full before the scheduled visit.

**INSURANCE UPDATES-** You are a responsible for providing us any updates to your insurance. If any charges are denied due to not providing current insurance information, the guarantor will be responsible for any unpaid balances.

**BILLING POLICY-** As a courtesy, Coastal Kids will bill your insurance for all procedures performed at the time of service. When the Explanation of Benefits and insurance payment is received, your account will be credited. Any remaining patient responsibility will be expected when you receive a statement or at the time of your next appointment (whichever comes first).

**INSURANCE COMPANY DISPUTES-**It is the plan holders' responsibility to negotiate payments with his/her insurance company. Remember, Coastal Kids bills your insurance company as a courtesy to you.

**PPO's and HMO's-** We are in network with most PPO plans. We will do our best to verify your plan is in network with Coastal Kids, but it is ultimately the plan subscriber's responsibility to confirm their benefits and in network providers. If you have an HMO plan, you will need to select one of Coastal Kids physicians as your primary care provider (PCP) before your first scheduled appointment.

**COLLECTION POLICY-** If payment is not made at the time the billing statement is received, you may be responsible for interest and penalties. Coastal Kids utilizes an outside collection agency for any unpaid debt. If your account goes to collections you will be responsible for attorney fees, interest and penalties. Coastal Kids cannot remove an account from of collections after it has been sent. If any member of the family is sent to collections, the entire family will be discharged from the practice.

**FINANCIAL HARDSHIP-** If you encounter financial hardship, Coastal kids will consider a payment arrangement. Payment arrangements can be set up through our internal billing department. You may contact a member of the billing department for assistance at 949-599-2434.

**WALK-INS-**Coastal Kids discourages walk-in appointments as we are better prepared to serve you with advanced notice. If a patient comes in without an appointment scheduled, we will triage the situation and determine whether the patient needs to be seen urgently. We would then do our best to work the patient into our schedule. We do charge a \$50.00 walk-in fee which will be billed to your insurance. This fee is your responsibility should the insurance not cover the charges in full. If it is determined that the patient does not need to be seen urgently and our schedule does not allow for additions at that time, a later appointment time will be offered.

**Coastal Kids Office Policies – continued**

**CHECK AS FORM OF PAYMENT AND RETURNED CHECKS-** Checks will not be accepted as up-front payment for visits that include vaccines, only cash or credit card will be an acceptable form of currency. There will be a \$35.00 returned check fee applied to your bill for any returned check to cover the charge incurred from our bank. If Coastal Kids receives a returned check, checks will no longer be an acceptable form of payment, only cash or credit will be accepted.

**NORMAL OFFICE HOURS-** (Last visit is scheduled 15 minutes prior to close)  
**Monday- Friday:** 8:00am to 5:00pm

**AFTER HOUR AND WEEKEND HOURS -** (Last visit is scheduled 15 minutes prior to close)  
**Monday- Thursday:** 5:00pm-5:45pm  
**Saturday:** 9:00am to 1:00pm  
**Sunday:** 9:00am to 12:00am

A \$60.00 after hour/weekend fee will be billed to your insurance as a courtesy, coverage varies by insurance. This fee is your responsibility should the insurance not cover the charges in full. If your insurance carrier is St Joseph/Hoag affiliated, you will be referred to an authorized Urgent Care facility for after hour and weekend care as it is not within our contract agreement with this plan.

**NO SHOWS AND CANCELLATIONS-** If an appointment is missed or is not cancelled 24 hours in advance a \$50 fee will be applied to the patient’s account. This fee is not covered by insurance and therefore will not be billed to insurance.

**COPY OF MEDICAL RECORDS-** A written request must be received prior to the release of each medical record. Coastal Kids charges a reasonable clerical fee of \$20.00 for each patient’s medical records. We have 14 days from time of written request and payment in full to provide the records.

**FILE REVIEW CHARGES/ LETTER WRITTEN-**There will be an additional charge for all requests for review of records or letters written on the patient's behalf. This charge will be billed to your insurance company and any remainder balances will be your responsibility.

By my signature below, I state that I have read and understand the policies of Coastal Kids.

**SIGNATURE** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**We/I will take financial responsible for any changes incurred at Coastal Kids by our/my adult child.**

\_\_\_\_\_  
**Parent/Guardian Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**

Pt Acct #:

Coastal Kids  
Payment on file Agreement

Acct #: \_\_\_\_\_

**Coastal Kids**  
**Payment Card on File Agreement**

Dear Patient,

In order to streamline our collection process, you will be asked to provide a payment card to be held securely on file. A payment card is considered one of the following cards: debit, credit, FSA, HSA or HRA. Please be assured your payment card information is stored by an encrypted merchant service and Coastal Kids only has access to the last 4 digits of your card.

You will have ample time to review and/or question your insurance companies' determination of benefits.

If you decline a request for a payment card on file and your account becomes delinquent, a payment card on file will become a requirement.

I authorize Coastal Kids to charge the payment card on file for outstanding patient portion balances on my account.

Last 4 digits of payment card:

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Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

We/I will take financial responsible for any charges incurred at Coastal Kids by our/my adult child.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Coastal Kids

Acct: \_\_\_\_\_

Authorization to Release Test  
Results

In order to efficiently convey lab results, test results and/or other communication, Coastal Kids is requesting that you provide secure telephone number(s), for our staff to call and leave messages regarding your test results. This will help prevent the delay of pertinent information relating to you. If you have not heard from Coastal Kids regarding your lab or test results, please do not hesitate to contact our office.

I \_\_\_\_\_, give Coastal Kids permission to leave messages regarding my test results, on the numbers listed below.

Primary contact Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Secondary Contact Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date