



We wanted to give an update on some things that are happening at Kids First Pediatrics.

First, in our partnership with Lurie Children's Hospital, you may receive a call with a quick survey about how we are caring for your children. The number that may come up is (312) 227-4477. THIS IS NOT A SCAM. It can help us better serve your children's healthcare needs. Please take the survey so we can continue to provide excellent care and improve on any areas that may need it.

Second, as we move into our sick season, if you or your child is coughing or sneezing, please use one of the masks that are placed up front to inhibit the spread of germs.

Third, please remember that we require that everyone has a valid insurance card at **every visit**. There have been times when an insurance changed or a group number changed. When billing the insurance, the claim may be denied due to this issue. By having a current card we can assure that the correct insurance company is billed. Failure to have the card can result in the claim being denied and, if a certain time passed, the entire claim would be billed to the patient. In that regard, we will also start to require a credit card on file for medical charges. Oftentimes there are fees that are due for medical services (co-pays, co-insurance, etc.). As we all keep credit cards on file for things like cell phones and utilities, we are going to require the same. Many people will want to use a health savings card. If there are any special requirements that are needed, please speak to our billing department to make arrangements. We will send out a bill for balances over \$5 prior to charging a card. If the balance has not been paid 30 days after the bill has been sent out, the Credit Card on file will automatically be charged. We do not automatically charge cards for balances over \$100. Please see our financial policy in the office for more information.

Finally, we will be implementing a new HIPPA enabled email system. This will allow us to communicate with you via email in a safe and secure format. As with all emails, medical questions should not be initially emailed to these accounts, but should instead be called into the office.

Again, thank you for allowing us to care for your children.

Sincerely,

The Staff at Kids First Pediatrics