

# Children's Health Center Billing Practices

We're glad you've chosen Children's Health Center as your medical home. Insurance coverage and billing can be complicated. We want to make sure you have information about how we bill for the services we provide to help you understand any bills you may receive.

## Insurance Terms to Know

**Copayment or copay:** A fixed amount that you pay for certain health services before your insurance plan pays.

**Coinsurance:** A part of your bill that is not paid by the insurance plan (usually a fixed percent of each amount paid by the plan)

**Deductible:** An amount that must be paid before the insurance plan pays for covered services

## Insurance Coverage

When we provide a service, we bill your insurance using a code that lets them know which service we provided. **Each insurance plan's coverage is different and may cover all, some, or none of the charge associated with a code.** Below are codes we commonly use. Please contact your insurance plan about coverage. *Please note, this is not a complete list of codes.*

## Office visit codes

Preventive office visit (e.g., well child check-up)	99391, 99392, 99393, 99394, 99395, 99381, 99382, 99383, 99384, 99385
Non-preventive office visit (e.g., sick or follow-up)	99212, 99213, 99214, 99215, 99202, 99203, 99204, 99205

## Other codes

Oral health screen	D0191
Fluoride varnish application	99188
Developmental screen	96110
Mental/emotional screen	96127

Vision screen	99173, 99174
Hearing screen	92551, 92587
Extended hours	90551
Facility fee	UB04 REV 515 CPT code 99212

## **Preventive Services**

Good healthcare for children and adolescents begins with well child check-ups. Check-ups and other services that help keep children healthy are *preventive* services. Our doctors and staff provide preventive services based on recommendations from the American Academy of Pediatrics (AAP). Because they are an important part of keeping children healthy, most health insurance plans cover preventive services. However, this is not true for all insurance plans. If an insurance plan does not cover these services, we still provide preventive services as recommended by the AAP and we must bill your insurance plan based on the actual services provided.

## **Additional Service Charge**

Well child check-ups are preventive, routine visits. If your child is sick or if there is an issue that requires additional attention during a well child check-up, your doctor may need to provide an additional service. We bill your insurance for an additional, non-preventive service. Because the additional service is not preventive, your insurance plan's co-payments, coinsurance, or annual deductibles apply.

## **Extended Hours**

Our regular business hours are Monday through Friday, from 8 am to 5 pm. For your convenience, we offer extended hours in the evening and on Saturday. We bill your insurance at a higher rate for visits in extended hours. Your insurance plan may cover all or just a part of this higher rate.

## **Facility Fee**

Facility fees help to cover the cost of running our health center; this includes the cost of medications, equipment, educational resources, counseling, and staff. At each visit, we bill your insurance a facility fee in addition to fees for services provided. Insurance coverage for this fee may depend on your plan and annual deductible requirements.

## **Billing Questions**

If you have questions about your bill or need financial assistance, please call our Customer Service Department at 301-572-3542, Monday through Friday, from 9 am to 4 pm.