

INSURANCE INFORMATION AND OFFICE POLICIES

Child Neurology of SLO
Debra L. Balke, M.D.
Diplomate, American Board of Psychiatry and Neurology

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Office: (805) 434-0960 Fax: (805) 434-0978

PPO Insurance Information:

As Dr. Balke is not contracted with any PPO plans, we ask for full payment at the time of service. A superbill will be provided to you at your appointment to send to your insurance for reimbursement. Since we are not a party to the agreement with your insurance carrier, it is not our policy to contact carriers to establish why they haven't paid or why they paid less than they originally indicated to you. Reimbursement by your insurance company will be made directly to you, which is why we ask for full payment at the time of service. We do accept all major credit cards and Care Credit. **We strongly recommend that you notify your carrier PRIOR to your visit. Please tell them you have been "referred to a non-contracted provider and need an out of network referral." As Dr. Balke is the only pediatric neurologist within a 150-mile radius they will usually reimburse at a higher rate if you call prior to the appointment.** This usually means less out of pocket expense for you. Keep details on who you spoke to in the event you have to appeal their decision at a later date. Our tax ID number is 77-0554612.

HMO Insurance Information:

If you have an HMO insurance plan, we have agreements with most of these plans and as long as we have received an authorization from your insurance company, we will only collect your co-pay at the time of the visit.

Office Fees:

Consultation: These are scheduled for 80 to 90 minutes so please plan your day accordingly. Charge is \$450.00, including records, review, consultation, examination, and consultation report which will be sent to the referring physician.

Follow up Visit: These are scheduled for 45 minutes. Charge is \$225.00.

EEG Interpretation: \$200.00

Payment arrangements can be set up with advance notice.

Cencal/CCS Information:

Dr. Balke sees children who are covered by San Luis Obispo and Santa Barbara County Cencal and CCS. If your child has CCS or Cencal, payment will not be due at the time of service and we will bill CCS or Cencal directly. **Note, if you have CCS or Cencal as a secondary insurance, we can only bill them after we have received a copy of your Explanation of Benefits and any reimbursement that was sent directly to you from your primary insurance.**

Office Policies:

Missed Appointments: If you are unable to keep a scheduled appointment, we require 48 hours notice in order to schedule another patient into that time slot. Reasonable reasons for cancellation such as car accidents, vomiting/fever, etc. are understood. We do charge the full office fee for missed appointments without a reasonable explanation. Missed consultations without reasonable explanation are not rescheduled. If two "no shows" occur, we will refer your care back to your primary physician. Non-sufficient funds returns will be charged \$25.00.

Parent or Guardian Signature:

I understand that Dr. Balke is not a provider for my insurance carrier and that all account balances are due and payable on the date of services. I understand that I am financially responsible for payment in full for my child's account. By signing this agreement, I acknowledge that I have read, understood, and agree to the terms of the above policies.

Please check one:

- I authorize medical information concerning my child to be disclosed to my insurance.
- I do NOT authorize medical information concerning my child to be disclosed to my insurance.

Parent/Guardian Signature

Parent/Guardian Printed Name

Date

Patient Name

Patient's Date of Birth