

Pediatric Possibilities, P.A.
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Private Insurance Payment Policy

Pediatric Possibilities offers courtesy insurance billing to our families that hold Medicaid (primary or secondary) or NC HealthChoice provided that families who choose to adopt our policy adhere to certain guidelines. Please familiarize yourself with our policy prior to agreeing to the terms and conditions set forth below.

How do you bill the Insurance Carriers?

If you hold one private insurance policy (i.e., Blue Cross/Blue Shield, United Healthcare), Pediatric Possibilities will submit medical claims to your insurance carrier electronically when feasible within 2 weeks of service at the clinic.

How do you get reimbursed?

Most insurance carriers send reimbursement checks directly to the subscriber (you). Therefore, it is imperative that if a check is delivered to your residence that we receive reimbursement within 5 business days of the check issue date. This is a non-negotiable term. Reimbursement can be made by original check endorsement, personal check, cash or credit card.

What if I have Medicaid along with another policy?

If you hold two insurance policies (i.e., Cigna as the primary carrier and Medicaid as the secondary payor), we will always bill your primary carrier using the guidelines above before we bill Medicaid. We are required by law to bill your primary payer prior to billing Medicaid. We will bill Medicaid after your claim has been fully processed with your primary carrier, and Medicaid will reimburse our clinic directly for services not covered under your policy.

How do you know when I get a check?

Pediatric Possibilities is electronically linked to all major insurance providers, and we can access claim status of any claim we submit.

What is an EOB?

An EOB (Explanation of Benefits) is a detailed summary of your insurance account. It shows the status of claims, paid amounts, denial coding, dates of service, etc. It accompanies all reimbursement checks from your insurance carrier. A Medicaid EOB comes directly to our practice. However, private insurance companies send them directly to you most of the time. When you receive an EOB in the mail, regardless of whether a check is attached, please fax or mail it to our office within 5 days of receipt.

What if I have a change in my insurance policies?

In the event that your insurance changes, you must notify the clinic immediately. You must provide copies of new ID cards, as well as policy effective dates, name changes, address changes, etc.

What if I change Primary Care Physicians?

In order for Pediatric Possibilities to successfully bill for services, we must obtain a referral from your primary care physician. If you have Medicaid, this physician is your Assigned Carolina Access Provider. If you do not have Medicaid, this physician is generally your family practitioner. In the event that you change primary care physicians, you must notify the clinic with 3 business days with full name, address, phone, and fax number of the new physician. Carolina Access Participants must present a copy of their new Medicaid card indicating the new physician as well.

What happens if I am unable to comply with the guidelines of this policy?

If you are unable to fulfill your responsibilities of this agreement, Pediatric Possibilities reserves the right to refuse courtesy billing services, as well as suspend treatment sessions, until account balances are paid in full.

Who should I contact if I have questions?

Please contact Dawn Rohlik should you require assistance with billing. We request that you do not discuss billing issues with your therapist. Our therapists are dedicated to providing the best possible treatment for our patients, and we would like to help them do that by eliminating administrative functions from their roles.

Patient's Name

Name (Please Print)

Relationship to Patient

Signature

Date