



Dr. Nina Kashtelyan
Pediatrics
Adolescent Medicine
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Financial Policy

Thank you for choosing Doctor Nina Pediatrics as your child's doctors. Below you will find information for our current office and financial policies. We require a signature to document that you have read and understand these policies.

Payment is expected at the time of service. This is an insurance company rule. This includes copayments or coinsurance for participating insurance companies.

Patients with an outstanding balance over 90 days overdue must make arrangements for payment prior to scheduling appointments. Parents are ultimately responsible for any charges or portion thereof for which payment is denied by insurance for whatever reason, except where prohibited by law or prior contractual agreement.

Insurance

It is the patient's responsibility to provide us with current insurance information and to present an active insurance card at each visit. If your plan requires, you must name Dr. Nina Kashtelyan as your Primary Care Doctor prior to your first appointment. If Dr. Nina Kashtelyan is not named on your insurance as your Primary Care Doctor, your appointment will need to be rescheduled.

Referrals

You must receive referral to specialists before your appointment. No retroactive referrals will be given.

Canceled Appointments

If you are unable to keep your scheduled appointment, please call our office 24 hours before your appointment to reschedule. This will allow time to provide that time slot to another patient. We reserve the right to charge \$50.00 for appointments that are not cancelled at least 24 hours in advance.

Bounced Checks

If your check does not clear your bank you will be billed an additional fee of \$15.00.

More Information

Please call if you have a question regarding your bill. Most problems can be settled quickly and easily, and your call will prevent any misunderstandings. If you are having trouble paying your bill, please discuss the situation with us. Satisfactory arrangements can almost always be made. Financial considerations should never prevent a child from receiving the care they need at the time they need it. If you have any questions regarding our office or financial policies, please contact our Office Manager Natalia Kaverina.