



Welcome to our practice!

The Kids Clinic offers full spectrum newborn, child, and adolescent health care in an integrated botanical model. This model includes traditional allopathic medicine, nutrition, homeopathy, functional medicine, and naturopathic medicine.

We are proud to be affiliated with Seattle Children's Hospital and Medical Center to offer you and your child a spectrum of seamless medical care and valuable resources.

At The Kids Clinic, it is our honor and privilege to be a part of your child's care.

Prior to your appointment, please make sure you have:

- Insurance card and co-pay (needed for all visits)
- Immunization records
- List of concerns
- Bring your medication and/or supplement bottles to your appointment
 - The bottle is important because it lists all of the ingredients
- Contact information of any previous provider(s) or copies of pertinent medical records

For all newborn patients:

- Please have the hospital or midwife fax any discharge/newborn papers to us (206.834.6013)
- Please contact your insurance to add your newborn to your plan, then contact our office with a reference number to ensure that your child has coverage.



Driving directions to:

The Kids Clinic 4411 Fremont Ave N Seattle, WA 98103

(Located in the Naturopathic Family Medicine building just south and across the street from the American Musician)

** Our office is across the street from Marketime Foods.*

** Parking is on the street.
Do not park in the Vif Wine/Coffee shop lot on the south side of the building.*



Northbound I-5 directions:

1. Go north on I-5 to first exit past the ship canal bridge, exit 169 "NE 45th Street"
2. Turn left (west) onto NE 45th Street;
3. Follow this street past Stone Way and winds past Aurora Ave to the next light;
4. Turn left (south) onto Fremont Ave N at traffic light;
5. Proceed approximate 1/10 mile and The Kids Clinic is on the right in a building marked as the Naturopathic Family Medicine;
6. Parking is on the street.

Southbound I-5 directions:

1. Go south on I-5 to exit 169 "NE 45th Street", if you cross the ship canal bridge, you have gone too far;
2. Turn right (west) onto NE 45th Street;
3. Follow this street past Stone Way and winds past Aurora Ave to the next light;
4. Turn left (south) onto Fremont Ave N at traffic light;
5. Proceed approximate 1/10 mile and The Kids Clinic is on the right in a building marked as the Naturopathic Family Medicine;
6. Parking is on the street.

4411 Fremont Ave. N, Seattle, WA 98103
Phone: 206.957.1881 ● Fax: 206.834.6013
Billing: 206.957.1891 ● After Hours Nurse: 855.267.2257



Patient Online Communication



To improve your access to timely care and comply with federal guidelines, each family is registered for PortalConnect. This is an automatic feature of our electronic health record system. Through PortalConnect, you will be able to:

- *Exchange secure messages with your care team*
- *Access lab and test results*
- *Manage your child's medical record*
- *Access appointment summaries*
- *Request prescription renewals*
- *Manage preferred pharmacy locations*
- *Access immunization records*

This service requires an annual subscription fee, paid by the patient. It is **\$52 per year for one child** or **\$95 per year for two or more children**. For registration you will pay in our office at your first visit. Renewals can be paid at our office or online directly with PortalConnect.

If you have any questions or difficulties with accessing PortalConnect, please contact their support team (they're very nice!) at 866.779.1536.



Patient Information

Legal Name: _____
Last First M.I.

Date of Birth: ____/____/____ Preferred Name: _____

Pronouns: _____ Sex Assigned at Birth: _____ Gender: _____

Address: _____ City: _____ St: ____ Zip: _____

Race/Ethnicity(s): _____ Patient's Phone Number (if age 13+): ____ - ____ - ____

Responsible Party Information

Guardian #1 Relationship to Patient: _____

Name: _____ Email: _____

Date of Birth: ____/____/____ Phone Number: ____ - ____ - ____

Address: _____ City: _____ St: ____ Zip: _____

Driver's License #: _____ SSN: ____ - ____ - ____

Employer: _____

Guardian #2 Relationship to Patient: _____

Name: _____ Email: _____

Date of Birth: ____/____/____ Phone Number: ____ - ____ - ____

Address: _____ City: _____ St: ____ Zip: _____

Driver's License #: _____ SSN: ____ - ____ - ____

Employer: _____

Siblings Names & Birth Years: _____

Patient lives with: _____ Who referred you to us? _____

I authorize The Kids Clinic to leave voice messages concerning my health information at the following number:

Message Phone: ____ - ____ - ____ Date: ____ / ____ / ____



Signature of patient or representative

Relationship to patient

Patient Insurance Information

Legal Name: _____
Last First M.I.

Date of Birth: ____/____/____ Preferred Name: _____

Primary Insurance

Company: _____ Plan: _____

Prefix and ID # _____ Group # _____

Subscriber Legal Name: _____

Subscriber Date of Birth: ____/____/____ Subscriber SSN: ____-____-____

Secondary Insurance

Company: _____ Plan: _____

Prefix and ID # _____ Group # _____

Subscriber Legal Name: _____

Subscriber Date of Birth: ____/____/____ Subscriber SSN: ____-____-____

Release of Information and Benefits

I authorize my insurance benefits to be paid directly to the physician. I am responsible for co-payments, deductibles, balances due, and charges for service(s) not covered by my insurance plan. I authorize the physician or insurance company to release any information required to process my claim. This authorization is in effect until rescinded.

Guardian Signature: _____ Date: ____/____/____

Guardian Signature: _____ Date: ____/____/____



The Kids Clinic Office Policies

Scheduling

To schedule, call the office at 206.957.1881. To remain an active primary care patient of The Kids Clinic, patients must be up-to-date on well-visits. We do our best to schedule the next visit for infants and toddlers at the end of the current visit, and to send email reminders for older children each year the month of their birthdays. You will receive appointment reminders via automated PortalConnect email the day before the appointment. Please keep us updated with your current email address for these reminders (and make sure they don't go to your spam inbox!).

Punctuality

We do our best to be on time for your appointment. If you arrive late, we cannot guarantee that we will still be able to see you. Please call us if you are running late and we will let you know if we will need to reschedule your appointment.

No-Shows/Cancellations

The Kids Clinic wants to give you the best care that we can. Careful scheduling is one of the ways we do this, allowing you time with your provider for your concerns. In return, we require at least one full business day notice if you need to cancel your appointment(s) so that we can schedule another patient who needs that time slot. Failure to provide one business day cancellation notice will result in a fee. This is not covered by insurance and must be paid by the responsible party on file. You will need to pay for your missed appointment before another appointment may be scheduled.

After Hours Call Policy

There will be times when questions about your child come up when the office is closed. In order to help you with questions, we have contracted with Triage4Pediatrics, an after hours nurse line. This service was designed to respond to questions that cannot wait until the office is open. *There is a fee for this service of \$25.00.* Call 855-267-2257 to access a nurse. Do not attempt to reach Dr. Doroshov privately via phone or text message. Some insurance companies have a 24-hour nurse line that you can access with no or minimal charge. Please check the back of your insurance card or check with your insurance company to see if you have this service.

Co-Pay Policy

Co-pays are due at time of service. Co-pays not paid at the time of service may incur a billing fee, which will be added to your next billing statement.

Prescriptions & Refills

We require three business days notice for all non-controlled substance prescription refills. We do not make medication changes over the phone. You must schedule an office visit for any medication or dose changes.

Controlled Substance Refills

If the patient is on a controlled substance, the law requires signed hard copies of the prescriptions in order to fill or refill the medication. Faxed prescriptions are not accepted. The law also requires office visits to be scheduled for refills. Controlled substance prescriptions are dispensed for 3 month periods, so schedule an appointment well in advance of any medication running out.



Referrals

If your insurance company requires a referral from us to see a consultant, we require at least three business days to process this request after the patient is seen in the office. Please note that even after the referral process is begun, it may take insurance companies additional time to complete the request. As soon as approval is received, we will inform the specialist. Please check with your specialist's office before you go to your appointment. If you choose to see a specialist without an approval, your insurance company may deny payment for the visit and will hold you responsible for the bill. If you choose to see a consultant or specialist without our prior knowledge, we will be unable to make a retroactive referral.

Insurance Claims

You must present your insurance card at every visit. We will verify the insurance card with the one on file. If your insurance card is not on file and you do not bring it to the appointment, you will be billed directly for the visit. You may submit receipt of payment to your insurance for reimbursement after the fact. If you are a new patient, you also need to fill out our insurance form completely (with signature and date) to authorize us to bill your insurance and have payment sent to us. If the form is not completely filled out, including subscriber birthdate and social security number, we will be unable to bill your insurance and you will be responsible for payment. You may submit to your insurance company for private reimbursement.

Billing

We are happy to initially bill your insurance companies for you. If your insurance company fails to respond within 90 days, we will be sending the balance due to you and you will need to contact your insurance for payment. At this point the balance is your responsibility and is due and payable on receipt of your statement. A financial charge of 1.5% may be billed on any accounts not paid within 30 days.

Re-Billing

If you need a claim re-billed, let our billers (Larsen Billing) know and they can send in a new claim. Their phone number is 206.957.1891. Contact them as soon as possible for any resubmissions so that they can meet the insurance company deadlines for timely billing. If a re-submitted claim is denied because we have not met the timely filing requirements due to The Kids Clinic not having insurance information, the responsible party for the patient will be billed for all charges, fees, and interest.

Records Request

We must have a signed, current record release authorization in order to release any records. We will send a copy of immunizations, growth records, and last well-visit free to a referring physician or guardian one time. For entire chart records requested a fee of \$10 must be paid prior to copying the entire record onto a CD-ROM and being sent through the mail. Please note that you have the ability through PortalConnect to download PDFs of visit notes as part of your subscription.

Litigation

The Kids Clinic does not prepare evaluations or letters for determining custody, visitation, or other legal proceedings unless ordered by a court. The clinic will not communicate with any guardian's lawyer about legal issues. Please make your legal counsel aware of our policy so they do not attempt to contact the office or any provider. If necessary, your child's chart can be copied and mailed if there is a request, and the standard fees for sending a chart record will apply.



Schedule of Fees

PortalConnect Annual Subscription

One child	\$52.00
Two or more children	\$95.00

Co-Payment

Insurance co-payment amount	Determined by insurance
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After Hours Call

Per call to Triage4Pediatrics	\$25.00
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Records Request

Copy of immunizations, growth records, and last well-visit	Free
Copy of entire record on CD-ROM	\$10

Services Not Covered By Patient Insurance Contract

If the services provided by The Kids Clinic are not covered under your insurance benefit contract, the guarantor on file will be responsible for all expenses and will be billed by The Kids Clinic directly

Charges for Services that Insurance Determines as Lacking Medical Necessity or Non-Covered Services

Your insurance provider may deny payment for reasons of not being medically necessary or non-covered services. It is the insured's responsibility to know what the insurance plan covers and what procedures are not covered. The guarantor accepts full responsibility for payment for The Kids Clinic fees for these charges not paid by insurance.

Fee Payment Options

Cash, checks, Visa, MasterCard, American Express, HSA and FSA cards

The guardian or responsible party acknowledges that they have been provided a copy of The Kids Clinic office policies and fee schedule, and agree to pay fees as defined in this policy unless limited by their insurance company.

Signature: _____ Date: ____/____/____

Printed Name: _____



NEWBORN INSURANCE COVERAGE INFORMATION

Many insurance companies do not list newborns on the parent's policy for at least 30 days. In the meantime, a newborn visit insurance claim is sent to the insurance company identified by the guardian for processing and payment, usually within 1-2 weeks of the visit. This claim may be processed and denied as "patient not covered" or "cannot identify patient as having coverage" by the insurance company.

Most insurance companies also have a time limit for filing claims. Some insurance companies have a filing time limit as short as 90 days (including Cigna, United Healthcare, and Aetna). Therefore, it is possible that a newborn claim will not be paid by the insurance company if paperwork for insurance eligibility is not taken care of immediately and processed by insurance.

Any claim sent to the insurance company and denied is ultimately the responsible party's (guardian's) responsibility and payable to The Kids Clinic.

Newborn Guardian Insurance Responsibilities:

1. **Before** making a newborn appointment, call your insurance company and confirm that your newborn has coverage. Ask for and write down the insurance company representative's name.
2. After an appointment with us, if you receive an Explanation Of Benefits (EOB) from your insurance company denying payment for the claim, **you must call your insurance company immediately:**
 - a. Verify your newborn's eligibility;
 - b. Ask specifically that the date of service denied be re-processed for payment;
 - c. Take down the insurance company representative's name and a "call reference number";
 - d. Call our billers (Larsen Billing Services) at 206.957.1881. Leave a message for the biller describing the action taken, the insurance representative's name and "call reference number".
3. If The Kids Clinic receives an EOB that denies payment for the newborn visit, we will automatically send the responsible party (parents) a statement for full payment.

Guardian Signature: _____ **Date:** ____/____/____

Guardian Signature: _____ **Date:** ____/____/____