



Dear Parent,

Thank you for choosing Emory-Children's Center. Your child's health is important to us, and we want to make your visit as easy as possible.

To save time the day of your child's visit, review this information and complete all registration and health history forms included in this packet. It is important that you bring all of these forms with you to your child's appointment.

If you cannot keep your child's appointment, we ask that you call us 72 hours (three days) before the appointment to reschedule.

After receiving this packet, call your referring doctor's office right away to tell them about your child's appointment. This also will help us get all the labs, X-ray reports and office notes we need to treat your child. Fax these records to 404-778-7349 or mail them to Emory-Children's Center before your child is seen by a doctor.

**Mailing Address:**  
**2015 Uppergate Drive NE**  
**Atlanta, GA 30322-1014**

When you come for your child's appointment, there are three things to do:

**Registration**—You will sign in and complete any insurance information, and take care of any copayments or deductibles.

**Examination**—A nurse will take all of your child's vital information, such as height and weight. Then, your child will see the doctor.

**Check-out**—Your child's doctor will tell you about any follow-up appointments or tests that need to be scheduled.

We hope your child's visit will be a positive experience. Call our patient schedule coordinator at 404-778-2400 if you have any questions. We look forward to seeing you soon.

Sincerely,

The doctors and staff of Emory-Children's Center



## Financial Payment Policy

Emory-Children's Center wants your child to have the best care possible. To make sure there is no confusion, here are some commonly asked questions about billing and insurance policies.

### **Insurance**

When your child receives care from a doctor at Emory-Children's Center, you have to pay anything that is owed at the time of service, including copayments and deductible payments.

We will help you by filing a claim with your insurance company. If the insurance company does not pay within the 45-day period, you will have to pay the balance of your account.

If you think the insurance company owes you money for care, you will have to collect that money from your insurance company. If you have Medicare or Medicaid, we will put in a claim and will bill any other insurance company for you.

### **HMO Coverage**

When your child is referred to an Emory-Children's Center specialist, your child's primary care doctor has to give you a referral before your child can visit with a specialist. You are responsible for getting that referral from your child's doctor.

You also have to pay a copayment for any services not covered by your HMO. If a referral is not on file with your insurance carrier, you may be asked to move your child's appointment or sign an Insurance Waiver Form.

### **Special Needs**

If your child needs extensive treatment, it may be a good idea to set up a payment plan. If you need to do this, tell our staff right away.

Call 404-778-7670 to talk to a financial counselor to set up a payment plan.

Thank you for choosing Emory-Children's Center to care for your child.



## Financial Services Statement

Emory-Children's Center is committed to caring for your child. If you have medical insurance, we will help you get the most out of your insurance benefits. To reach this goal, we need your help.

It is important to understand that payment for services is due when you bring your child to his appointment—unless payment arrangements have been made with the Emory-Children's Center Business Office.

We accept cash, checks, money order, debit or credit cards.

Our staff will help you by sending in an insurance claim form, as payment for our doctor's care.

If you have an HMO, you will need a referral from your primary care doctor. You also must pay for any services at the time of your child's appointment. If a referral is not on file with your insurance carrier, you may be asked to move your child's appointment or sign an Insurance Waiver Form.

If your check is returned, you will have to pay a check charge of \$20, along with any other fees from your bank.

We have financial counselors available to answer any of your financial questions. The list below does not apply to Medicaid. The list below is for those with HMOs, PPOs and Point of Service contracts:

1. Your insurance plan is a contract between you, your employer and the insurance company. We have nothing to do with that contract. Call your insurance company if you have questions about your benefits.
2. Our fees are within the range most insurance companies accept, and the fees are covered up to the maximum allowance chosen by each insurance company.

This is true only for companies who pay a percentage of the usual, customary and reasonable fees. Our fees are considered usual, customary and reasonable by most companies.

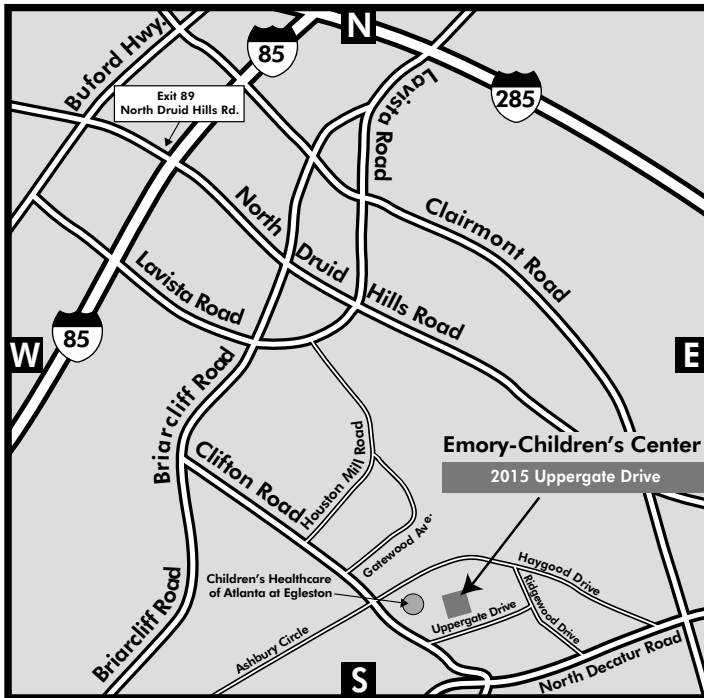
This does not apply to companies that reimburse based on a schedule of fees.

3. All services may not be covered by all insurance contracts. Some insurance companies only cover certain services. You will have to pay for anything not covered by your insurance company. If your insurance company does not cover a service, we will send you a bill.
4. Your child may receive care at another facility, such as Children's Healthcare of Atlanta or The Emory Clinic. You also may get a separate bill for those services, which also must be paid.

**We know financial problems can affect the on-time payment of your account. If this happens, call the financial counselor at the Emory-Children's Center Business Office at 404-778-7670 for help.**



## Visitor Information



MAP NOT DRAWN TO SCALE

### Emory-Children's Center

2015 Uppergate Drive  
Atlanta, GA 30322-1015  
404-778-2400

#### Traveling on I-85 North

- Take Exit 89 (North Druid Hills Road South)
- Turn right onto North Druid Hills Road (0.4 miles)
- Turn right onto Briarcliff Road (1.7 miles)
- Turn left onto Clifton Road NE (1.6 miles)
- Turn left onto Uppergate Drive (0.3 miles)

#### Traveling on I-85 South

- Take Exit 89 (North Druid Hills Road)
- Turn left onto North Druid Hills Road (0.6 miles)
- Turn right onto Briarcliff Road (1.7 miles)
- Turn left onto Clifton Road NE (1.6 miles)
- Turn left onto Uppergate Drive (0.3 miles)

#### Traveling on I-20 East

- Take Exit 60B
- Turn right onto Moreland Avenue
- Moreland Avenue will turn into Briarcliff Road NE (3.3 miles)
- Turn right onto North Decatur Road NE (1.1 miles)
- Turn left onto Clifton Road NE (0.3 miles)
- Turn right onto Uppergate Drive (0.3 miles)

#### Traveling on I-20 West

- Take Exit 60B
- Turn left onto Moreland Avenue
- Moreland Avenue will turn into Briarcliff Road NE (3.3 miles)
- Turn right onto North Decatur Road NE (1.1 miles)
- Turn left onto Clifton Road NE (0.3 miles)
- Turn right onto Uppergate Drive (0.3 miles)

#### MARTA Rail\* and CCTMA Bus\*\*

- From the East-West rail line, exit the train at the E6 (Decatur) station
- Go down the stairs and follow the signs to Swanton Way
- Take the CCTMA bus to Children's at Egleston; Emory-Children's Center is next to Children's at Egleston

#### MARTA Bus\*

- Bus 6 (Emory) and Bus 245 (Express) stop in front of Emory University Hospital on Clifton Road NE, across from Emory-Children's Center

\* Metropolitan Atlanta Rapid Transit Authority, [www.itsmarta.org](http://www.itsmarta.org)

\*\* Clifton Corridor Transportation Management Association, [www.cctma.com](http://www.cctma.com)

**Valet service is preferred and is available for a fee in front of Emory-Children's Center. If valet parking is not available, follow the signs to Visitor Parking at Children's Healthcare of Atlanta at Egleston. There is a fee for Visitor Parking.**