

June 2nd, 2023

Dear Heights Pediatrics families,

The following letter is very important and we kindly ask you to read it fully, as it will require urgent action on your end.

PATIENT SERVICE PLAN 2023

As you all know, our office has always strived to provide the best service possible. At Heights Pediatrics, we consider ourselves to be fiercely independent. Our intimate office size allows us to maintain high quality family-centered services in a beautiful, low-stress environment run by exceptional staff. Our independence afforded us the ability to adapt to our ever changing community for the past 52 years, including needs throughout the early days of the pandemic.

Due to the tireless work ethic of our staff and doctors, our steadfast dedication to providing the best care, and our investment in technology, testing machines, etc. we became one of the first pediatric offices in Brooklyn to provide patients with COVID-19 tests and vaccines. We worked diligently to keep our office doors open for urgent and newborn visits and also provided well visits in the comfort of your homes, when most other practices only did telemedicine.

Throughout the ongoing mental health crises in our country, we have (and continue to) educate ourselves on psychiatry beyond that of which is typically included in pediatric general care. We now provide exceptional mental health services that are covered by insurance. High quality, accessible psychiatric care at a pediatric office is otherwise very difficult to find.

The huge efforts of our staff led to our practice being awarded the National Center for Quality Assurance's "Patient Centered Medical Home Recognition Award" and we are 1 of 4 practices in NY State to be recognized with "[Distinction in Behavioral Health Recognition Integration](#)". Read more about the [NCQA's PCMH program here](#).

In order for us to provide such a high level of service, we find ourselves spending several hours a day providing administrative support as well as using technology that is rather expensive. Unfortunately, neither are covered by insurance. Due to the unpleasant trajectory of our economy, these services have become unsustainable.

To ensure the quality of our non-medical services that make Heights Pediatrics stand out, we find ourselves needing to **charge our patients for the services that are not covered by insurance**.

To do so, we have developed a Patient Service Plan (PSP) that will require an annual fee per child. This fee is:

- \$100 per child for July-Dec of 2023
- \$200 per child for Jan-Dec of 2024

When participating in our PSP, the following services will be included:

- Forms completion (outside of in-person well child office visits)
- Refill requests (outside of office visits)
- Miscellaneous non-medical services, such as meetings with schools and/or therapists or phone meetings with parents when they are not present during the visit
- Prior authorizations when needed
- Free Heights Pediatrics educational Zoom classes ([June 2023 Schedule](#))
- Discounts on CPR classes, New Mom’s Group, etc.

Please also note that the PSP **IS NOT MANDATORY**. However, if you decline the plan, you will be charged for individual services as follows:

Individual Services:

Form/letter completion (aside from complimentary DOE & 504 forms requested during well visits).....	\$50 each
Expedited form fee (same day service).....	\$50 add-on
Refill requests (same day or after hours).....	\$50 each
Heights Pediatrics educational Zoom classes.....	\$30 each
Miscellaneous non-medical services.....	\$50 each
Prior authorizations.....	\$75 each
Infant and toddler CPR Class.....	\$100 per person (or \$70 if opted for PSP)
New Mom’s Group.....	\$250 per person (or \$200 if opted for PSP)

We reserve the right to implement price changes in the future.

All families are required to Accept or Decline the Patient Service Plan, however Families with Fidelis/Medicaid are excluded from both PSP and individual fees.

MANDATORY RESPONSE FORM

[CLICK HERE TO SUBMIT RESPONSE FORM](#)

PAYMENT

If you Accepted the Patient Service Plan, please submit payment at your earliest convenience:

[CLICK HERE FOR PAYMENT LINK](#)

QUESTIONS

Prior to contacting us for questions, we encourage you to check our [Patient Service Plan FAQ page](#). If your question is not answered there, email info@heightspediatrics.com with "#PSP2023" in the subject line.

Thank you for your understanding,

Your Team at Heights Pediatrics