

December 20, 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 2024**

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.

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 for 2024 is \$200 per child.** To see what it covers, please view the table in the next section.

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

Services	Accept PSP 2024 (\$200 per child)	Decline PSP 2024 (individual fees)
<b>Forms Completion</b> (i.e. camp/sports forms or school-specific forms, <u>other than</u> the free DOE & 504 forms requested during well visits)	Included - <i>up to 5 business days turnaround time</i>	\$50 each - <i>up to 10 business days turnaround time</i>
<b>Expedited Form Fee</b> (same day service add-on)	\$10 each	\$50 each
<b>Refill Requests for Chronic Conditions - will only be processed during business hours (Mon-Fri)</b> (i.e. asthma & mental health meds that are requested outside of follow-up appointments.)	The request will be processed within 1 business day.	The request will be processed within 5 business days. Same day service requests are \$50 each.
<b>Miscellaneous Non-Medical Services</b> (i.e. meetings with schools/therapists or phone meetings with parents when they are not present during the visit)	Included	\$50 each
<b>Prior Authorizations</b> (If not covered by insurance)	Included	\$75 each
<b>Heights Pediatrics Educational Zoom Classes</b>	Included	\$30 each
<b>Infant and Toddler CPR Class</b>	\$70 per person	\$130 per person
<b>New Mom's Group</b>	\$150 per person	\$250 per person

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

**All families are required to Accept or Decline the Patient Service Plan. Families with Fidelis Child Health Plus or Fidelis Medicaid are excluded from the PSP, but must indicate it in the consent form:**



**FILL OUT CONSENT FORM HERE**



**MAKE A PAYMENT HERE** (Please submit payment ASAP after accepting!)

## 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](mailto:info@heightspediatrics.com) with "#PSP2024" in the subject line.

Thank you for your understanding,  
Your Team at Heights Pediatrics