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PATIENT SERVICE PLAN

Happy New Year! **We wanted to take a moment to send a heartfelt thank you for your ongoing support.** Your feedback means the world to us, and it plays a huge role in helping us improve. Because of your input, we've made some updates to our **Patient Service Plan (PSP)** starting 2025 that we're excited to share with you!

We're happy to announce that starting in 2025, **your PSP membership will now be valid for a full year from the date of payment.** We hope this change makes managing your membership a little easier and helps you get the most out of all the benefits the PSP offers. **In fairness to our dedicated families, we've extended this update for all previous PSP participants.** This means your 2024 membership has been adjusted to provide you with access for a full year from your original payment date.

At Heights Pediatrics, we're proud to be a small, independent practice. This independence allows us to provide truly personalized care in a relaxed, low-stress environment where your family always comes first. Our team works hard to not only provide top-quality pediatric care but also specialized mental health support. 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.

For 2025, the PSP fee will remain \$200 per child, and it covers a wide range of services, from form completion to access to our educational resources and more.

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 (\$200 per child)	Decline PSP (individual fees)
Forms Completion <ul style="list-style-type: none"> (i.e. camp/sports forms or school-specific forms, other than the free DOE & 504 forms requested during well visits) 	Included - up to 5 business days turnaround time	\$50 each - up to 10 business days turnaround time
Expedited Form Fee (same day service add-on)	\$10 each	\$50 each
Refill Requests for Chronic Conditions - will only be processed during business hours (Mon-Fri) <ul style="list-style-type: none"> (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.
Miscellaneous Non-Medical Services <ul style="list-style-type: none"> (i.e. meetings with schools/therapists or phone meetings with parents when they are not present during the visit) 	Included	\$50 each
Prior Authorizations (If not covered by insurance)	Included	\$75 each
Heights Pediatrics Educational Zoom Classes	Included	\$20 each
Infant and Toddler CPR Class	\$70 per person	\$130 per person
Heights Pediatrics Educational In-Person Classes (New Mom's Group, Playful Connection, etc.)	\$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 in the consent form:

What You Need to Do:

1. Review and accept or decline the PSP:
2. [\[Fill out the consent form here\]](#)
3. [\[MAKE A PAYMENT HERE\]](#) (payment required upon 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 with "#PSPQuestions" in the subject line.

Thank you for your trust and understanding as we continue to prioritize personalized, high-quality care for your family.

Warm Regards,
Your Team at Heights Pediatrics