



Dear Greensboro Pediatricians Families,

First and foremost, we would like to thank you so much for your patience and understanding during our transition to our new electronic medical records (EMR) system. The providers and staff at Greensboro Pediatricians strive to provide excellent patient care and meet our patients' needs during this transition. We are continually reviewing patient accounts to ensure they are reflecting up-to-date account balances as of go-live, September 27, 2021. Please be assured that our goal is to have all payments received thus far applied to patient accounts appropriately. Our objective is to have account balances up-to-date soon! You can expect to receive a billing statement **within the next 4 weeks**. To ensure the accuracy and timely filing of visit charges, please see information below.

**Insurance:**

Your health insurance policy is a contract between you and your insurance company. As a courtesy to our patients, Greensboro Pediatricians will file claims to any insurance carrier with whom we are participating providers. Please note: you **must** present your current (active/effective) insurance card during check-in to ensure charges are filed appropriately. We encourage families with high insurance deductibles to make regular payments towards their account balance. This will help ease the burden of large medical bills.

**No Insurance (Self-Pay):**

We are still offering a 25% discount off your balance. However, effective June 1, 2022, we will revert to our initial policy:

Greensboro Pediatricians offers 20% discount for uninsured (Self-Pay) patients. Payment(s) made in full at the time of the visit will receive an additional 5% discount. If you are unable to make a payment at the time of service, we will arrange a payment agreement.

**Outstanding Balances:**

For balances accrued in our previous EMR (due before September 27, 2021), we are offering an additional discount if you are able to pay your balance **in full**. This offer ends on July 1, 2022.

**Due to the prolonged timeframe since patient statements have been sent, some accounts may have a substantial amount due. We want to assure you that we can assist with payment plan options to help keep your account in good standing.**

If you have a newborn, please note that hospital charges will be billed to insurance once the plan information becomes available. Generally, insurance coverage is available within 4 weeks of birth. Please check with your insurance company for plan details.

Thank you for trusting Greensboro Pediatricians to care for your children. The past few years have certainly been challenging for all of us and we appreciate your kindness and understanding as we navigate these times together.

Sincerely,  
Greensboro Pediatricians