

Children's Medical Group



Specializing in the Care of Newborns, Infants, Children and Adolescents

Welcome to Children's Medical Group

The billing and referral department is pleased you've joined our pediatric practice. Billing and referrals are done in both locations, depending on which office you are established at. The billing and referral department is available to assist you Monday through Friday. If you have provided us with your email address and set up an account with Patient Portal, you can send billing/referral questions and make payments through the portal. When your child visits our office there are a few things you need to bring with you. You may also be asked specific questions regarding your insurance billing order.

- Bring all insurance cards
- If you have a newborn remember you have to add him or her to your insurance contract through your employer. There usually is a 30-day window that employers allow you to do this. If you do not add them in the time frame your employer sets, they won't be added back to birth. Remember to have your child's birth certificate and social security number available when you contact your employer.
- If you have more than one insurance you have to notify all contracts of the other coverage. It is called updating your coordination of benefit information.
- If you are divorced or were never married you will be asked questions as to divorce decree or court order determinations. Married biological parents will be asked their birthdates to determine whose insurance is first according to Michigan law.
- When leaving messages please provide us with your child's full name and date of birth, as well as your phone number and the reason why you are calling.
- If you need a referral with a specialist, please allow us 48-72 hrs. to process and review the referral & someone from the referral dept. will contact you. (Some exceptions may apply).

It is also CMG's policy that all new patients are seen for a new patient well visit for your first appointment at our office. This is so that we can establish a good foundation for your child/children. It is your responsibility to know whether or not your insurance will cover the new patient well visit. If your insurance denies it, you will be responsible for the charges.

Thank you for joining our practice. We look forward to welcoming your family to ours.

Sincerely,

Billing and Referral Department at CMG

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