Thank you for choosing Virginia Mason. We are privileged to be a partner in your health care and hope this provides answers to common questions about Preventive Care Visits.

**What services are provided during a routine pediatric preventive care visit?**

- Review of your child’s medical, developmental, family and social histories
- An exam based on your child’s age and risk factors identified in your history
- Guidance to promote wellness, reduce health risks, and support growth and development
- Screening tests (e.g. labs, hearing, vision) depending on age and risk factors

**My insurance covers preventive care. What is and is not included in this coverage?**

Here are some examples of services that are generally covered in a physical/well child check:

- Brief discussion about stable chronic conditions
- Review of current medications, and refills of medications not requiring additional evaluation
- Counseling regarding risk factors and health concerns that do not require a new treatment plan

Other services are *not* included in a preventive visit and are billed separately. Some examples include:

- Evaluation of a new significant issue or ongoing condition(s) requiring additional evaluation
- Changes to a current treatment plan (e.g. adding or changing a prescription, or referral to a specialist)
- Fees for vaccinations, labs, vision/hearing screens and other diagnostic testing.

I need to have forms filled out (e.g. for school, camp, parent’s work). Can these be completed?

Your care team can help you determine the requirements for your form. Some forms require additional time and may incur additional co-payments and/or charges.

**Will I need to make another appointment to talk about new or changing health concerns?**

If further evaluation or treatment planning is needed, your care provider may recommend making another appointment to allow enough time to safely care for you. If you develop new concerns prior to your next physical we urge you to contact your care provider promptly. Waiting to discuss new health concerns can delay necessary treatment and result in significant complications.

**Does MY insurance plan cover preventive services?**

Many insurance plans waive co-payments for preventive care and do not bill your deductible. If your visit includes services that are outside the scope of preventive care, your insurance company will be billed for these services. These charges may be applied towards your annual deductible and be your responsibility to pay. We recommend you contact your insurance company prior to your appointment for clarification.

Not all insurance plans cover preventive care. Most patients have insurance that covers all or part of their charges, but policies vary widely on which procedures and services an insurance company will cover. Because policies are often customized, we do not always know what your policy covers.

Should your health insurance handbook not specifically address these policies and benefits, please contact your health insurance’s customer service department for policy and benefit verification. The customer service phone number is located on the back of your health insurance ID card.

If you should have any questions or concerns regarding billing your insurance, please contact our Patient Financial Services office at (206) 223-6601, (800) 553-7803 or http://virginiamason.org/billinginfo.