

ANNIVERSARY

April 15, 2018 marked CICS's 4 year anniversary! It has been a long hard road and we are most grateful for you, our patients and families. Thank you for your patience as we transitioned to both a new medical software company and new billing company.

Our practice has grown tremendously in 4 years from both the number of patients we are able to treat as well as the number of CICS staff. See the office bulletin board to meet our providers.



MEDICAL RECORDS UPDATE

Effective March 19th Patient Medical Records can ONLY be released to a parent and/or patient 14yrs+ with a signed "Authorization for Release of Health Information." Records will no longer be sent directly to outside entities (i.e. schools, provider's offices, employers.) Medical Records will only be provided after results have been reviewed with a CICS Provider (i.e. regroup) so we can interpret the information correctly for you.

MEDICATION CHECK UPS

Please be aware that it is as necessary for your child to be present at a medication check with Amy Edgar or Travis O'Brien. You cannot schedule a medication check for your child and come in to the office without the child present even if you would like to discuss the possibility of or problems related to medication. Remember that if you require a medication refill you must put that request into our office via email:

refills@everychildeverytime.com We require three days to fulfill your request. By law, some medications require that you pick the prescription up from our office.

BILLING UPDATE

We are working diligently with our new billing company to assure the statement you receive is accurate. Our front office staff checks the charts of all patients coming into the office so we are assured to have your co-pay amount ready when you come in and know what other information may be need such as a referral or prior authorization for a particular service.

It's important to know the details of your insurance plan such as what your co-pay is, if you have a deductible or co-insurance and whether or not any of our services require prior authorization. Please take time to read your explanation of benefits and call your insurance company to help you understand

It's important for you to know the details of your own insurance plan such as your co-pay and deductible.
