Texas Cleft and Craniofacial Team Visit  
Financial Policy  

Thank you for choosing the Texas Cleft and Craniofacial Team to treat your child. We are proud of the expertise and dedication to the concept of Team Care of each of the specialists on our Team. In order to assure your satisfaction, we would like to communicate our expectations regarding insurance and payment for services.

Benefits of Team Care
Multiple specialists will see your child during a Team visit with the convenience of a single office visit. In order to accomplish this, each specialist gives up their separate office hours to come to the Team location.

Each specialist will talk with you about your child’s needs, examine your child and make recommendations. The Team conference that occurs after your visit assures that all elements of the care plan are coordinated.

Financial Policy

1. Charges: Each provider will charge for the services that they provide during the Team visit. This will include collecting individual co-pays for each provider. Each provider has office staff responsible for billing and collections.

2. Forms of Payment: Credit cards, personal checks, cash and money orders are accepted.

3. Insurance Benefits: Each provider will file insurance claims for you. However, it is important that you understand that your insurance company does not have financial responsibility for your bill. You are responsible for all charges if your insurance company fails to pay.

4. Referrals/Pre-Authorizations/Pre-Certifications: You are responsible for obtaining authorizations or referrals if required by your insurance company. Your Primary Care Physician (PCP) office must send a referral to each provider listed on the next page. If you did not obtain the authorizations you will be required to pay for the visit. If you do not give your PCP office adequate notice, they may not be able to process your request in time. If your insurance requires these referrals, please contact the team coordinator for a list of the providers that will be seeing your child at the scheduled team visit.

5. Denied or Unpaid Insurance Claims: Each doctor’s office will do their best to work with your insurance company to obtain reimbursement for your services. However, if an insurance company does not remit payment, you will be responsible for the unpaid balance. For this reason, we encourage you to communicate with your insurance company about your outstanding claims. If appealing a denial, do so in writing according to the insurance company guidelines.

6. Financial Arrangements: In the event of financial hardship, optional payment arrangements may be discussed with each provider’s office staff before the service date.