



Manchester Pediatric Associates LLC
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Policy: Scheduling Preventive Care for Accounts in Collections

At Manchester Pediatric Associates, we are committed to providing high-quality care to all our patients. In order to continue doing so effectively and responsibly, we have established the following policy regarding unpaid balances and accounts in collections.

Important Notice About Scheduling Physicals and Well Child Visits

If your child's account has been sent to our **collection agency** due to an unpaid balance, please be aware of the following:

- **You will not be able to schedule any physical or well-child visits** until the account has been reviewed and paid in full or a payment plan is established by our Billing Department.
- This policy applies **only to non-urgent visits** (such as Physicals and Well Child Visits).
- **Sick visits and urgent medical care are not affected** by this policy. We will continue to care for your child when they are ill, regardless of account status.

What You Need to Do

If your account is in collections and you would like to schedule a physical or well child visit:

1. **Contact our Billing Department** at 860-647-8282 option 2.
2. We'll review your account with you and discuss your options, which may include:
 - Paying the balance in full
 - Setting up an approved payment plan

Once your account is paid in full or a payment plan is established with a credit card on file, we'll be happy to help you schedule your child's Physical or Well Child Visit appointment.

This policy is aimed at helping maintain the financial health of our practice, which in turn allows us to continue providing the highest quality of care to all our families. By ensuring that outstanding balances are addressed, we can operate more efficiently, reduce wait times, and enhancing our ability to serve the needs of our patients.

Thank you for being part of the MPA family.