



Manchester Pediatric Associates LLC
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Policy: Scheduling Appointments for Accounts with Outstanding Balances

At Manchester Pediatric Associates, we are committed to providing high-quality care to all our patients. 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, Well Child and Sick Visits

If your child's account has an unpaid balance of \$500 or greater and older than 90 days, please be aware of the following:

- **You will not be able to schedule any visits** until the account has been reviewed and paid in full or a payment plan is established with our Billing Department.
- **Sick visits and urgent medical care** will be referred to your closest Urgent Care.

What You Need to Do

If your account is not in good standing and you would like to schedule an appointment:

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 Sick 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 enhance our ability to serve the needs of our patients.

Thank you for being part of the MPA family.