TENTH STREET PEDIATRIC MEDICAL GROUP, INC. CARE FOR INFANTS, CHILDREN AND ADOLESCENTS

Dear Friends and Families,

We at 10th Street Pediatrics strive to provide your families with the highest quality pediatric care and have been honored with the trust you have placed in us in the care of your children. Since 1981 we have been a premiere practice on the Westside and want to continue to offer the highest level of care and attention to detail that our patients have come to expect.

As most of you know, health care delivery has been evolving over the past few years, as the Affordable Care Act has been instituted and is now being replaced. As successful as we have been over the years, we have not been immune to the changes in medical practices that have taken place throughout the country. We recognize that out-of-network reimbursements have become negligible for many of you in recent years.

Therefore, we are accepting ***most* Anthem Blue Cross PPO, Blue Shield PPO, Aetna PPO, and Cigna PPO plans**. This will result in an immediate financial benefit to those of you who carry these PPOs since your out-of-pocket charges for checkups, sick visits, vaccinations and laboratory work will be significantly reduced. **Dr. Suparna Jain will continue to be out of network for her endocrine patients**.

However, we also know from our past experience participating in insurance plans that it is extremely difficult to provide the level of care you are accustomed to, since many of our services are outside the scope of coverage of the health insurance industry.

With this as a backdrop, we have decided to initiate an **Annual Administrative Fee** for our in-network patients to defray the cost of non-covered and non-reimbursable services that are not covered by contracted PPO plans.

The services included in our administrative fee are not limited to:

- Office hours 7 days per week, including Sundays and holidays. Additionally, extended evening hours Monday-Thursdays until 7 PM (or later, if necessary), which is helpful for many working families and provides exceptional continuity of care. Additionally, we always accommodate same day appointments for sick visits.

- One of our Board certified pediatricians is available by phone 24 hours per day, 365 days per year. We do not share night call with other pediatric practices. This minimizes your need to go to an emergency room or urgent care center.

Caryn B. Cassidy, M.D. • Marcella B. Hardart, M.D. • Suparna Jain, M.D.
Lisa C. Stern, M.D. • Carla V. Tardio, M.D. • Jeffery L. Wasson, M.D.
1450 10th Street Suite 304 Santa Monica, CA 90401-2838 Tel: (310) 458-1714 Fax: (310) 394-8754 www.tenthstpeds.com

- A high ratio of office staff and nurses to health providers, which helps streamline your visit, minimize wait time in the office or excessive waiting time on the phone.

- Use of electronic medical records for the past 12 years, which helps organize and expedite office visits, print or e-mail vaccine records, and fax prescriptions to your pharmacy.

- Phone consultation for follow-up with our patients reducing or eliminating the need for return office visits.

- Reviewing of lab results over the phone.

- The convenience of in-office laboratory services including rapid tests for strep throat and influenza.

- Completing school, camp, sports participation and college forms at no additional cost.

- Writing letters to schools for housing or testing accommodations, airlines for missed trips due to illness, etc. to advocate for the needs of your child.

As we look to the future, we expect to continue to provide excellent, innovative pediatric care to your families during this transition in American medicine.

Please feel free to reach our staff with any questions or concerns you may have.

Warmly,
The Doctors at Tenth Street Pediatrics

Caryn Cassidy, MD
Marcy Hardart, MD
Suparna Jain, MD
Lisa Stern, MD
Carla Tardio, MD
Jeffrey Wasson, MD

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