MEDICAL INSURANCE AND BILLING

- Please update the office if you get new or additional insurance. We want you to get the most from your insurance. If you do not tell us about insurance updates then you may pay more than you need to.
- UPAC accepts most insurance plans but the list of who we accept changes. Please check your provider booklet or call our receptionist to check on your insurance and if we accept your plan.
- Please remember that you will be responsible for all copayments and payment is due at the time of the visit. We accept checks and major credit cards. For billing questions please call (315) 464-4813.

LOCATION AND PARKING

- UPAC is on the third floor of the Upstate Health Care Center (UHCC) at 90 Presidential Plaza (corner of Harrison and Townsend streets) in downtown Syracuse.
- Free parking is available in the UHCC parking lot. Be sure to have your parking ticket stamped at our reception desk before you leave.
- Our center is readily accessible via interstate routes 81 and 690 or buses (public transportation), and within easy walking distance of the Central Business District and the University Hill area (see map).

NCQA is an independent, not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans, managed behavioral healthcare organizations, preferred provider organizations, new health plans, physician organizations, credentials verification organizations, disease management programs and other health-related programs.
OFFICE INFORMATION

OFFICE HOURS AND PHONE NUMBER
Monday through Friday 8:30 a.m. - 5 p.m.
Call to make an appointment at (315) 464-4357

OUR SERVICES
We offer a full range of care for infants, children and teenagers including:
• Well-child and sick visits
• Chronic care and self-management support
• Lead poisoning evaluation and treatment
• Adolescent primary care and consultation
• Special programs for children in foster care
• Special programs for refugee patients
• Research to provide better care

OUR STAFF
• Faculty and training pediatricians (doctors who work with children)
• Nurse practitioners and nurses
• Social workers
• Case managers
• Child life specialist
• Medical assistants and other office staff

PHILOSOPHY
We provide top quality family-centered care in an information- and education-rich and supportive environment that respects the child and his/her family.

HOW WE HELP YOU
• UPAC providers and staff will coordinate your care with other medical offices you may need to visit.
• UPAC continues to do research and use practices to care for you based on best practice research (also called evidence-based medicine).

HOW YOU CAN HELP US GIVE YOU BETTER CARE
• Share your medical history. Tell us about other doctor visits.
• Tell us about emergency department visits.
• Call during office hours for non-medical questions and prescription refills.

APPOINTMENTS
• In an emergency, dial 911.
• If your child is ill, call early in the day to make an appointment.
• If you need to come urgently then please call first.

A nurse is available for questions or concerns from 8 a.m. - 5 p.m. Please call (315) 464-4357.
• Please arrive on time for appointments.
• If you are more than 30 minutes late, you may be asked to reschedule the appointment.
• Please do not bring a sibling for treatment without a scheduled appointment for that child.
• We will be happy to schedule back-to-back appointments for children who need to be seen.
• Patients are seen by appointment only. If you come to the office without an appointment it is called a walk-in.
• Walk-ins or unscheduled visits may have long waits to be seen. There will be less confusion and less time wasted for both you and the office if you call for an appointment first.
• If you need to cancel an appointment, we request at least 24 hours notice.

OFF HOURS CONCERNS
• Call (315) 464-4357 when the office is closed and leave a message with our answering service. The pediatrician on-call will get back to you.
• If your child has an injury or illness and needs to be seen when the UPAC office is closed, we recommend Upstate Golisano After Hours Care at the Upstate Community Campus, 4900 Broad Rd. (Open M-F, 4-11 p.m.; S & Su, noon-11 p.m.)
• If After Hours is closed or your child has a serious condition, we recommend you go to the Pediatric Emergency Department at Upstate University Hospital, Downtown Campus.

IN AN EMERGENCY, DIAL 911.