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Refund and Credit Policy

When an overpayment by the patient is identified, a credit or a refund will be applied to that patient's Journey Pediatrics account. For balances less than \$20.00 the patient's Journey Pediatrics account is credited and will be utilized at a future appointment towards the applicable copay and/or deductible and coinsurance. For balances greater than \$20.00 a refund check is issued to the guarantor on the patient's account and is mailed via the U.S. Postal service to the address on file. It is extremely important that the address and guarantor information is kept up to date.