

Complete Hearing

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Patient Financial Policy

Thank you for choosing Complete Hearing as your healthcare provider. We are committed to building a successful relationship with you. We strive to be transparent in all matters and having a clear understanding of our **Patient Financial Policy** is important to our professional relationship with our patients.

Our office charges are based upon the nature of the presenting symptoms, time involved with each patient, and the services rendered during an appointment. As you are financially able, we believe that patients should bear the responsibility for their own healthcare costs through both insurance and private pay resources. We also believe that no person in our care should go without needed services due to financial hardship. Our goal is to provide quality care and have healthcare resources available to meet your needs.

Insurance Claims

Please note that each insurance policy is different and your insurance company may not cover all services. Your health coverage is a contract between you and your insurance company. It is not an agreement between the insurance company and the doctor. This means that you are responsible for any deductibles, copays, or services not covered by your plan.

We know filing for health insurance benefits can be complicated. We are happy to file your claims as a courtesy through our office. In order to properly bill your insurance, we require that you disclose all insurance information including primary and secondary insurance, as well as any change of insurance information. Failure to provide complete insurance information may result in the patient being responsible for the entire bill.

Referrals and Preauthorizations

Certain insurances require that you obtain a referral or prior authorization prior to service. If you are a new patient and need a referral or preauthorization prior to seeing our providers, we ask that you obtain that referral. As a courtesy, we will attempt to obtain the referral if it is not present at the time of your appointment. If we are unable to secure a preauthorization, or your insurance company gives us incorrect information, you are responsible for payment. We are not responsible for any discrepancy between what the insurance company quotes to us and what they actually pay.

Self-pay Accounts

Self pay accounts are defined as patients without insurance coverage, or without a valid insurance card on file. Self pay patients will be required to pay an estimated office visit fee upon their first visit and will be responsible for prompt payment of any additional charges incurred. An acceptable payment arrangement can be established in order to have a mutually agreeable payment plan in place.

Cancellation of Appointments

If it is necessary to cancel an appointment, please give us a minimum of 24 hours advance notice. Repeatedly missing scheduled appointments jeopardizes your care. For this reason, patients may be discharged from the practice for repeated no show or failure to cancel appointments..

Returned Checks

The charge for a returned check is \$40 payable by cash or credit card. This will be applied to your account in addition to the insufficient funds amount.

Outstanding Balance Policy

All past due balances are due at time of check-in unless previous arrangements have been made with the billing staff.

It is our policy that all past due accounts receive three statements. If payment is not made, a phone call and letter will be made to try to discuss payment arrangements. If no resolution can be made, the account may be sent to the collection agency.

This financial policy helps the office provide quality care to our valued patients. If you have any questions or need clarification of any of the above policies, please feel free to contact Complete Hearing's billing specialist.

Complete Hearing reserves the right to change or modify this information at any time. By signing this form, the patient acknowledges having read and agreeing to the policy.

Patient: _____ Date: _____