

Hear-Again Hearing Center, LLC
Notice of Office and Financial Policies

Thank you for choosing Hear-Again Hearing Center. Our primary mission is to deliver the best and most comprehensive hearing and ear care available. An important part of the mission is making the cost of optimal care as easy and manageable for our patient as possible. The following is a summary of our payment policy:

PAYMENTS

When a charge is incurred, payment is required at the time services are rendered unless other arrangements have been made in advance. We accept cash, checks (in-state only), Visa, MasterCard and Discover. There will be a service charge from \$25 up to \$75 for returned checks. We also offer convenient monthly payment options using HealthiPlan and the CareCredit healthcare credit card (subject to credit approval).

INSURANCE

Medicare: We will bill for diagnostic services. *Medicare Advantage Plan (MAP):* We are contracted to provide services with most Hearing Benefit Programs offered through MAP. We will not bill your MAP for services not covered by your hearing benefit plan but will ask for payment at time of service. *All Other Health Insurance Plans:* We will not bill insurances we are not contracted with and will ask for payment at time of service. We are happy to provide you with a detailed billing statement for you to request reimbursement from your insurance.

REFUNDS

Patient/guarantor credits in amounts less than \$20.00 will be retained on account to be credited toward future balances unless a written request for refund is received. Amounts \$20.00 and greater will automatically be refunded to the patient/guarantor within 15 business days.

MISSED APPOINTMENTS / LATE CANCELLATIONS

Broken appointments represent a cost to us, to you and to other patients who could have been seen in the time set aside for you. Cancellations are requested 24 hours prior to the appointment. We reserve the right to charge for missed or late-cancelled appointments. Excessive abuse of scheduled appointments may result in discharge from the practice.

I have read and understand *Hear-Again Hearing Center, LLC* Notice of Financial Policies. I understand that in the unlikely event that my account becomes delinquent that the unpaid balance will be forwarded to a collection agency. I also understand, that in addition to the amount owed, I also will be responsible for the fee charged by the collection agency for costs of collections.

Patient Name (Please Print)

Date of Birth

Signature of patient or authorized representative

Date