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PATIENT PAYMENT POLICY

Thank you for choosing Family Hearing Practice for your treatment and care. We understand that medical bills can be costly and unexpected; therefore, we try to make the payment process as easy on you as possible.

Do you file to my insurance?

We file to your insurance company as a courtesy to you. We will attempt to verify your insurance benefits before each visit so that you are aware on any charges you may incur beforehand. It is important to understand that some co –insurance amounts are not able to be determined until insurance pays on a claim. Any statement you receive from our office is sent to you as a request for payment, not as a notification of insurance payment. If you are receiving a statement from our office, it is because your insurance has said that the amount owed is your responsibility. If you are questioning the bill, you may contact your insurance company directly to find out why they have applied the amount to your out of pocket expenses. You may also contact our office.

Do I need a referral?

If you have an HMO plan with which we are contracted, you may need a referral authorization from your primary care physician. Our office will attempt to obtain a referral prior to your visit, but if we have not received one at the time of your visit, you will be charged for the visit.

How may I pay?

Our office accepts payment by cash, Visa, MasterCard, American Express, and Discover. We also accept checks, but there will be a \$30 charge on any returned checks for insufficient funds, and our office may seek legal action. If an account is not paid within 90 days from the date of service, a \$20 service fee will be added to the total amount owed.

Do you take Care Credit?

Our office does accept Care Credit as a form of payment. Care Credit is a medical credit card that enables you to pay your bills at 0% interest, and you are able to apply in the comfort of your own home at CareCredit.com. If you have any questions about Care Credit or wish to sign up, please ask to speak to one of our office staff.

Do you charge for Medical Records?

Our office may charge for certain medical records that are sent. Some records sent for continuing treatment are complimentary. Federal disability forms are charged \$18. Complete medical records are \$25, and any records being requested by law firms where we may be a witness for you in a law suit are \$50.

I acknowledge that I have read, understand, and will comply with these payment policies.

Signature: _____ Date: _____
Patient, Guarantor, or Legal Guardian