



Summary of Financial Agreement

Insurance:

If you have medical insurance, we are pleased to help you receive your maximum allowable benefits. To achieve these goals, we need your assistance and understanding of our payment policy. You will be asked to update your demographic and insurance information annually, including providing our office with copies of your insurance card(s) and photo ID. We are required to obtain your signature for permission to release information to your insurance carrier annually. Our failure to obtain these updates could result in criminal and civil penalties and/or expulsion from your insurance plan. Please assist us in complying with your insurance company's requirements.

We submit fees for your covered medical services to your insurance company and expect payment of all services within 60 days. It may become necessary for you to pay your account in full if your insurance company fails to pay for services within 60 days. It is your responsibility to understand your coverage and benefits, including precertification, referral, and authorization requirements. We, however, will assist you to ensure all plan requirements are met.

MEDICARE: We will file your claim with Medicare. If you desire, we will file your secondary insurance for you once we receive payment along with the Medicare Explanation of Benefits, provided we have the most current valid secondary insurance information.

All hearing aids are sold through the Virginia Hearing Center, Inc. We will be happy to file a claim on your behalf with your insurance plans if you provide us with accurate information in a timely manner. We will do our best to determine in advance whether your insurance will cover the devices; however, the purchaser is responsible for any unpaid balance due and payable upon receipt of your hearing device(s). Virginia Hearing Center is not a participating vendor in any insurance network. At times, an insurance plan's allowable fee may not cover the entire cost of the hearing aid purchase agreement. In such an incident, the purchaser is responsible for paying the remaining balance of this contract.

Payment for services:

Payment for services, including co-pay, is due prior to the appointment. Co-insurance and deductible amounts can be billed to the responsible party if our billing staff has approved payment arrangements in advance. Individuals wishing to be billed for their co-insurance and deductible balances after insurance has settled will need to provide one of the two following forms of collateral to have credit with our company:

- A: Date of Birth and Social Security Number of the responsible party, or
- B: Put a credit card on file, which we will charge once insurance has settled.

Our failure to collect these amounts may be a violation of our contract with your insurance company and may result in civil and criminal penalties and/or expulsion from your insurance plan. In addition, your failure to pay the required co-amounts is a violation of your financial responsibility for coverage, and we may report your refusal to pay these amounts to your employer and/or insurance company representative.

We accept cash, checks, MasterCard, VISA, Discover, American Express, and third-party financiers such as Care Credit. By using a check for payment, you agree to the following terms: In the event your check is dishonored or returned for any reason, you authorize us to electronically (or by paper draft) re-present the check to your bank account for the collection of the amount, plus any applicable fees as permitted by state law. Returned checks, balances older than 60 days, and failure to pay account balances as promised may be subject to external collections and additional collection fees, including attorney and other court fees. We may investigate your credit record to determine your ability to pay your debt.

BALANCE AND EAR CENTER, INC
AND VIRGINIA HEARING CENTER

When scheduling Audiology testing, if your insurance eligibility indicates that you have not met your annual deductible, you will be requested to confirm your testing appointment by providing a credit card hold. Some insurance companies categorize Audiology services under "other Dx Testing," resulting in a separate co-pay and co-insurance plan. It's highly probable that if you consult with both our clinic staff and Audiology staff on the same day, your insurance may apply two co-pays for that day.

Cancelled Appointments:

Charges will be made for broken appointments and appointments cancelled without 24-hour advance notice. Your cooperation in canceling your scheduled appointment well in advance of the appointment allows us the opportunity to offer your appointment to other individuals who need medical care. A pattern showing a repetitive failure to show for a scheduled appointment will result in a \$100 cancellation fee.

General:

We will gladly discuss your proposed treatment and answer any questions related to your insurance. It is important to understand that we do participate in many local insurance plans. However, your insurance is a contract between you, your employer, and the insurance company. We are not directly informed about the specifics of that contract.

We are very sensitive to keeping healthcare costs affordable for our patients. As a result, we take great care to ensure our fees are consistent with the charges in this geographic region. Your insurance company may not use 'reasonable charge information' specific to this region and the specialty of Otolaryngology. In fact, many carriers purchase non-specific data and/or do not update their information annually. Most reputable insurance companies consider our fees usual, customary, and reasonable. Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover.

We must emphasize that as the medical care providers, our relationship is with you, not your insurance company. While the filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date the services are rendered. It is also your responsibility to obtain referrals or pre-authorization as required by your insurance company (though we will do all we can to help.) Co-payments must be paid prior to your visit.

We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account. Our philosophy is to help provide payment solutions, thus allowing for the full recovery of the balance. We ourselves are humans and need help from time to time as well, so we will be understanding and will work to find the best solution possible for all parties involved.

If you have any questions about the above information or any uncertainty regarding insurance coverage, please do not hesitate to ask us. Outstanding balances will need to be satisfied before additional appointments are scheduled.

My signature below constitutes acknowledgement and acceptance of this policy.

Patient or guarantor

Date