

## Advanced Hearing Solutions of South Texas, Inc.

### Financial Policy

Thank you for choosing Advanced Hearing Solutions of South Texas, Inc. (AHSST) for your hearing healthcare needs. We are committed to you and your improved hearing and balance. We also want your experience with us to be a positive and productive one. To that end, we want to take this opportunity to inform our patients and their families of our payment policies. This knowledge will help you be better prepared for your appointment.

AHSST is a participating provider with many insurance carriers in the area. We can assist you in determining whether or not we are a participating provider for your insurance plan.

Insurance coverage is an agreement between you and your insurance carrier. We, as healthcare providers, just execute that agreement for you. As a result, it is your responsibility to determine whether or not you have out of network benefits (if AHSST is not a participating provider in your insurance plan), if you require prior authorization or a referral prior to services being provided or if audiology services and/or hearing aids are covered through your plan. It is important to gather this information prior to your appointment with us. AHSST cannot submit a claim to any insurance carrier if we do not have all required orders, referrals, or prior authorizations on file. They cannot be obtained after the service is provided. If you are unsure of your coverage specifics, please bring your member benefits handbook with you to the appointment.

Insurance carriers do not cover, in full, all goods and services. We will verify coverage specifics with your insurance carrier as needed. There may be situations where your insurance carrier does not cover the specific good or service you are requesting. Advanced Hearing Solutions of South Texas commits to providing quality, professional hearing healthcare to all its patients, regardless of their circumstance. When required and possible, we will work to find an appropriate procedure or item that is within the limits of your insurance coverage.

It is very important that you inform us within 24 hours of your appointment if you need to cancel or reschedule. While we realize that emergencies do occur, Advanced Hearing Solutions of South Texas reserves the right to charge a \$55 cancellation fee for all no-show appointments or appointments cancelled with less than a 24 hour notice.

Payment in full is due at the time the services are provided. You are responsible to pay all out of pocket expenses, such as co-pays and deductibles at that time.

AHSST accepts payment in the form of cash, checks, Visa, MasterCard, and Care Credit (credit approval required). There will be a \$30 fee for all returned checks.

It is also the policy of AHSST that we maintain a credit card number on file. This allows us to bill you for an outstanding balance that is not collected within 120 days of the date you were initially billed, while continuing to provide you with care. We will not bill any charge to your credit card without first informing you of this in writing. You then have the right to use an alternate form of payment if you so choose.

It is important that each patient accept and meet their financial obligations to this practice. Otherwise, we will be unable to provide care to any of our patients. AHSST reserves the right, following 120 days of the initial invoice date, to forward all outstanding balances to either a third-party collection agency and/or small claims court. We also reserve the right to discontinue care or service to patients who have not met their financial obligations to us.