**Office and Financial Policies**

Thank you for choosing Better Hearing Clinic for your audiology needs. We are committed to you and your improved hearing, tinnitus 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.

Better Hearing Clinic is a participating provider with many insurance companies 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 company. 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 Better Hearing Clinic 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. Better Hearing Clinic cannot submit a claim to any insurance company 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 information with you to the appointment.

Insurance companies do not cover, in full, all goods and services. While we will verify coverage specifics with your insurance company as needed, please understand that these are NOT a guarantee of coverage or payment. There may be situations where your insurance company does not cover the specific good or service you are requesting. Better Hearing Clinic commits to providing quality, professional audiologic care to all its patients, regardless of their circumstance. When required and possible, we will work to offer an item or service 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, Better Hearing Clinic reserves the right to charge a $50 cancellation fee for all no-show appointments or appointments cancelled with less than a 24 hour notice.

We understand that sometimes you may be running late to your appointment. Unfortunately, we have patients scheduled throughout the day and may not be able to see you if you arrive more than 15 minutes after your scheduled appointment time. We will try to accommodate you if time allows. Otherwise, we will need for you come back later in the day if a later appointment is available or reschedule to another date and time.

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-payments, co-insurance, deductibles, and the costs of non-covered services on the date the service is provided or the item is dispensed. All hearing aid related charges must be paid on the date you take possession of the aid, accessory or supply.

Better Hearing Clinic accepts payment in the form of cash, checks, Credit/Debit Cards. There will be a $30 fee for all bounced or returned checks.

It is important that each patient accepts and meets their financial obligations to this practice. Otherwise, we will be unable to provide care to any of our patients. Better Hearing Clinic 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.