

Insurance and Billing Information

Please read this important information

Audiology Hearing Care Services, Inc. promises to make the billing process as easy as possible. Our billing representatives are happy to answer your billing questions and help with payment issues. Our billing representatives can also help you apply for financial assistance programs, including the AHCS's financial assistance program.

It is your responsibility to know your insurance benefits. This includes prior authorizations, deductibles, co-pays and referrals. There is a 1-800 number on the back of your card to answer any questions you may have.

Referrals and Authorizations

Most managed care plans, health maintenance organizations (HMOs) and point of service plans (POS) require that your primary care physician refer you to receive specialty care. Most of the time, our staff has worked with your referring doctor to obtain the referrals you need. Your appointment may have to be rescheduled if you do not get the necessary approvals.

Payment Options

For your convenience, you may make payment to Audiology Hearing Care Services, Inc. (AHCS) in a variety of ways: cash, check, or money order, all major credit and debit cards.

Billing

Co-pays and Deductibles Many insurance plans require patients to pay a co-payment or deductible amount that are due at the time of your visit. You are responsible for paying co-payments and deductibles required by your insurance provider, and AHCS is responsible for collecting co-payments and deductibles. Please come to your appointment prepared to make your co-payments and deductibles.

Non-participating Insurance or Self-Pay If you have an insurance plan that is not contracted with AHCS or if you do not have insurance, AHCS will inform you of the estimated cost of services prior to the visit and will request a deposit covering half of those expenses. The remainder of payment will be due in thirty days. If you are unable to pay the deposit, our Billing Specialist can discuss whether you are eligible for financial assistance.

If you have an insurance plan that is not contracted with AHCS, AHCS will submit the claim to your insurance companies as a courtesy. This is a one-time courtesy service and we will not be responsible for any follow-up with your insurance company. All reimbursement for your payments will be sent directly to you.

Participating insurances If you have an insurance plan that is contracted with AHCS, we will bill all your insurance companies for the service as well as send you monthly statements so that you are aware of any insurance activity. You are responsible for full payment of unpaid amount 60 days from date of service whether or not insurance has settled the claim. While most insurance companies do respond with 60 days, it is sometimes necessary for you to advocate for your own payment of insurance benefits. This can be as simple as calling your insurance company to expedite service. We recommend this step before calling our billing specialist.

Cancellations and Missed Appointments

All changes to appointments must be within 24 hours of the appointment. Missed appointments, late cancellations or missed appointments will incur a \$50.00 late charge. The late charge for VNG appointments is \$100.00.

If you have questions about any of this information or about your bill, please contact our Billing Specialist at 304.264.8884.