



Oconee Audiology Practice Policies

Hello. My name is Dr. Barbara A. Greb, and I would like to personally welcome you to our office. I am so excited to meet you and to have the opportunity to help you with your hearing healthcare needs. I do not take this responsibility lightly. I truly appreciate that you have chosen Oconee Audiology and I will make every effort to provide you with the best, most reliable and comprehensive care possible. My goal is to improve your quality of life, and that begins with complete, professional service provided by an experienced and dedicated professional.

Please read the following information carefully and sign below that you have read and understand everything. If you have any questions, please do not hesitate to ask.

- 1) **Benefit Verification:** It is your responsibility to understand the coverage provided by your insurance company. We ask that you verify your coverage prior to your appointment. If time allows, we will make every effort to assist you with any questions you may have, however your coverage with your insurance company is a contract between you and your insurance carrier and we may not be able to obtain certain information for you. Remember that there is no guarantee of coverage, even if your insurance company says that you have a benefit, and Oconee Audiology cannot be responsible for claims appeal or trying to obtain payment on your behalf.
- 2) **Insurance Benefits:** If you have insurance coverage for certain services/items, we will submit a claim on your behalf. Please understand that there are no guarantees of coverage, so you are ultimately responsible for payment of any services/items rendered should your insurance company not pay.
- 3) **Insurance Referrals:** Some insurances require a referral from your primary care doctor to see a specialist. Oconee Audiology cannot obtain these referrals for you. It is your responsibility to obtain any necessary referrals prior to your visit. It may not be possible to obtain a referral on the same day as your appointment, so if you do not have the necessary paperwork, your appointment will need to be rescheduled, or you have the option of paying for the services rendered at the time of your visit.
- 4) **Late Arrivals or Missed Appointments:** If you are unable to keep a scheduled appointment, we ask that you call us at least 24 hours in advance so that we can offer that appointment time to someone else that needs our care. We understand that sometimes there are events or circumstances beyond our control that cause us to be late for a scheduled appointment. Depending on other scheduled appointments, it might not be possible to see you if you are more than ten minutes late. We will do everything we can to see you if possible; however it might be necessary to reschedule your appointment. We do apologize for any inconvenience.
- 5) **Payments:** Payments are due at the time of service. We accept Cash, Check, Visa, MC, Discover and Amex. No items such as hearing aids or supplies will be dispensed without full payment being obtained. There will be a \$35 fee for any returned checks. We do not offer payment plans, but we do provide assistance with Care Credit applications.

Notice of Agreement: I have read all of the above information and understand fully the policies of Oconee Audiology. I authorize the release of any medical information to my insurance carrier that will assist in obtaining payment. I also understand and agree that I am financially responsible for all charges associated with the care provided to me, even those not covered by my insurance.

Signature: _____

Date: _____