

WELCOME TO EAST ALABAMA EAR, NOSE AND THROAT, P.C.

- If you are **more than 15 minutes late** to your appointment, you will be seen, but on a work-in basis as the schedule allows or you may choose to reschedule to next available appointment time.
- If you are here for complaints of **loss of hearing, dizziness, ear pain**, etc., you will be seeing our **audiologists for evaluation and testing prior** to being seen by your doctor. This may cause an additional wait time prior to seeing the doctor. These types of tests may be applied to your insurance plan's Major Medical Deductible.
- If you have not updated your patient information sheet and/or health history form within the past year, you will be asked to update your sheets. ALL sections will need to be completed (including emergency contact information and insurance information) and signed.
- Submit all insurance cards and driver license for us to scan into our computer system, when asked by the front staff. We participate with Medicare, Blue Cross Blue Shield, Alabama Medicaid, United Healthcare, and a few others. If you are unsure, please ask if we participate with your plan. We will file your insurance; however, you will be responsible for any amount not covered by your insurance plan.
- **Because our physicians are specialists, your visit may consist of diagnostic procedures not covered under your regular office copay and will be applied to your Insurance's Major Medical Deductible.** If this is the case, you will receive a statement for any balance due after insurance has cleared. Balances are due within 30 days.
- If you have **Medicare**, please note that there is an **annual deductible** which your supplement may not cover. This amount may change each year.
- Medicaid, Tricare Prime, some Blue Cross Blue Shield Plans, Student Health plans, and some others require a primary care physician referral. **It is the patient's responsibility to ensure that we have received the proper referral, from their assigned doctor, by the time of the appointment.** If the appropriate referral has not been received in our office by the time of your visit, you will be asked to reschedule your appointment or to make payment for the visit at check-in.
- **Copay, deductible or balance amounts** will be asked for during your check-in process. this amount needs to be paid at that time of service. There will be no billing of copays. If you are unable to pay your required amount before being seen, our office staff will check with your doctor to see if your appointment needs to be rescheduled.
- If you are a self-pay patient, you will be asked to pay at least \$50, if you cannot pay in full, towards today's visit. We will then bill you for any remainder. I
- Our doctors try to see every patient in a timely manner, but since we are specialists situations do arise that cause our doctors to fall behind. Please be patient and we will update you when and if there will be a longer than expected wait for your appointment.

Thank you and feel free to contact us, if you need any additional questions.