

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

For the convenience of our patients we try to have all testing and procedures performed on the same day. This may mean that you are billed for multiple procedures, tests, exams, etc. on the same date of service. These usually are not part of your office visit copay. Therefore they may 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 upon receipt of the statement from our office. If you **do NOT** wish to have the recommended procedures performed on your visit, please **notify** the staff.

- If you are here for complaints of **loss of hearing, dizziness, ear pain**, etc., you will be evaluated and tested by one of our Doctors of Audiology prior to seeing the Physician.
- Submit all insurance cards and your driver license to us, when asked. We participate with Medicare, Blue Cross Blue Shield, Alabama Medicaid, United Healthcare, and others. We will file your insurance; **however**, you will be responsible for any amount **not** covered by your insurance plan.
- 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 BCBS Plans, Student Health plans, and some others require a primary care physician referral. **It is your responsibility to ensure that we have the proper referral, from your assigned doctor, by the time of the appointment.** If the referral has not been received in our office by the time of your visit, you will be asked to reschedule your appointment until the appropriate referral is received.
- **Copay, deductibles and any past due balance amounts** will be asked for during your check-out process. This amount must be paid at that time and/or payment arrangements can be made, before any follow up appointment can be scheduled. We do offer a 6mo payment plan via credit card to assist patients in taking care of these types of balances.
- If you are a self-pay patient, you will be asked to pay \$50 at the time of check-in. Any additional amount that will be owed will be determined by your doctor.
- If you no-show, as a New Patient, for your appointment you will be asked to pay \$50 when you call to make another appointment. If you are an established patient at our office and no-show two times, you will be considered for discharge from our practice, due to non-compliance.
- Keep cell phones, children's games and other toys and/or hand held devices in the silent or inaudible mode, while in our office. Please be mindful of the patients in the waiting room with and keep an "inside voice" at all times.
- We have changed the flow of your appointment, in hopes that your experience at our office will be a good one. The wait time has been lessened and is more manageable.
- Our doctors try to see every patient in a timely manner, but since they are specialists situations do arise that cause our doctors to fall behind, so please be patient.